

Disabled Persons Housing Service (Fife) Limited

(A company limited by guarantee)

Scottish Charity No: SC032589

Company No: SC226571

Annual Report & Financial Statements

For the Year Ended 31 March 2014



Chris Smith BSc (Hons) ACIE
Independent Examiner and Charity Advisor
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Disabled Persons Housing Service (Fife) Limited

Annual Report & Statement of Account

For the year ended 31 March 2014

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Disabled Persons Housing Service (Fife) Limited

Trustees' Annual Report

For the year ended 31 March 2014

The trustees (who are also the directors of the company for the purposes of company law) present their report together with the financial statements and the independent examiner's report for the year ended 31 March 2014

Reference & Administrative Information

Charity and Company Name: Disabled Person Housing Service (Fife) Limited

Charity Number: SC032589

Company Number: SC226571

**Registered Office &
Principal Address:** West Shop
Laws Close
339 High Street
Kirkcaldy KY1 1JN

Trustees:	John Sandie	Chairman
	Philip Revie	
	Alex Haddow	Treasurer
	Harry Ferrier	
	Alan Smith	

Coordinator: Jackie Morrison

Company Secretary: Philip Revie

Independent Examiner: Chris Smith BSc (Hons) ACIE

Bankers: Santander

Disabled Persons Housing Service (Fife) Limited

Trustees' Annual Report

For the year ended 31 March 2014

Structure, Governance & Management

Disabled Persons Housing Service (Fife) is a company limited by guarantee incorporated in December 2001 and governed by its memorandum and articles of association.

Trustees are appointed at the AGM or from time to time by the Board to fill gaps in skills and knowledge. New trustees receive an induction pack and training is available as required, for example through CVS Fife.

The affairs of the charity are managed by a Board of Trustees who meet monthly. A series of sub groups of Trustees tackle the following specific areas of work; Finance and planning; personnel; customer care and policy and standards.

While the trustees have overall responsibility and control of the charity's activities, the charity is run on a day to day basis by the coordinator, Jackie Morrison.

Disabled Persons Housing Service (Fife) is a member of the Scottish Accessible Housing Network, along with other Disabled Persons Housing Services in Scotland.

The trustees actively review the major risks which the charity faces and believe that maintaining reserves at current levels, combined with regular reviews of controls over key financial systems, will provide sufficient resources in the advent of adverse conditions. The trustees also regularly examine other operational risks faced by the charity and have established systems to mitigate significant risks.

Objectives & Activities

The charity's object and activity is to provide independent housing information, advice and support for disabled people from across Fife so they can access the information, advice and assistance they require to enable them to live more independently and direct the course of their own lives.

Achievements & Performance

Charitable Activities

In summary for the year 2013/14 there was emphasis on continuation of delivery of the service. All core funding streams were continued. DPHS(F) also extended capacity to deliver the core housing information and advice service by providing administrative support via DWP Community Jobs Scotland by making a new application for the year to provide two six month posts.

Private Sector Project work extended with Fife Council agreeing to maintain the seconded staff member in order to maintain momentum and make best use of resources.

Community Intervention Fund for Housing Mentors 55+ was successfully carried through to March 2014 with positive discussions on its continuation for a further 12 months to continue and potentially extend the mentoring approach.

Disabled Persons Housing Service (Fife) Limited

Trustees' Annual Report

For the year ended 31 March 2014

Project work, customer figures and results are detailed in the annual report. Quarterly and annual monitoring meetings with our main core funder (Fife Council) express that Disabled Persons Housing Service (Fife) has fulfilled all targets set for the year. Due to an increase in complexity of referrals and an aim this year to provide all customers with full Housing Option Reports, all new work has been closely tracked by the Customer Care Sub Group but with no new need to increase our response time/waiting times.

This year saw DPHS(F) enter a second year of funding from Community Interventions Fund, part of Change Fund which is a partnership approach by NHS and Social Work. The particular project work is aimed at the 55+ age group and a full report on the activities is held in the Annual Report. At the year end of that work, discussions were being held with the funder to extend the work for a final year to extend the mentoring approach and research potential for a new service wide mentoring approach by setting up "matching" meeting opportunities in any new premises or in the community if appropriate.

DPHS(F) was audited and accredited to Scottish Government Scottish National Standards in Provision of Housing Information and Advice, Level 1 Housing Options in April 2010 and will be due for re-accreditation in April 2014, for which monies are held. The Scottish Accessible Housing Network (of which DPHS is a member) are inviting the new Scottish Government worker responsible for the standards and auditing to a meeting in 2014 to discuss the current approach.

Fundraising activities and income use

The Board and staff group continue to monitor the delivery of the service to ensure the best results for our customers whilst being mindful of the cost of delivery. During this year, provision has provided full printed Housing Option Reports for all customers alongside advocating to housing providers and specific needs housing group where appropriate. Due to support of Community Jobs Scotland (admin cover), skilled housing advisors have been able to put their efforts into this improved service. Best use of project funds has led to continuation of secondment for PSP and this is working well.

DPHS(F) continues to investigate all potential funding streams linked to its work – and in particular to investigate any requirement to extend existing work – private sector or 55+ or mentoring.

The annual business planning PATH day identified a requirement to move premises within the year (due to the closure of the Roundhouse) and this was to be treated as a priority. Business PATH planning had also identified a preference to be placed in accessible premises in order that disabled people, their families and carers can access the premises.

Disabled Persons Housing Service (Fife) Limited

Trustees' Annual Report

For the year ended 31 March 2014

Financial Review

Income increased to £154,658 (2013- £140,182) with the principle sources of funding being grants from Fife Council and Fife Health Board. Expenditure also increased to £136,983 (2013 - £123,116) resulting in an overall surplus for the year of £17,675(2013: £17,066) which was added to the funds brought forward from 2013. At the 31 March 2014 total funds held were £78,512. Of the total funds held £36,758 were in the restricted fund and will be sent in the coming year, and £41,754 was held in the unrestricted fund.

Reserves policy

The free reserves available to the trustees are the unrestricted funds less the value of tangible assets. At the 31 March 2013 £41,371 was held as free reserves. Within the free reserves a designated fund of £4,900 is held for Home Point training and accreditation and training and development. The remaining £36,471 is held to cover ongoing running costs and as a contingency reserve (see note 12). It is the policy of the trustees to maintain a contingency reserve of at least 3 months running cost or £34,246. With a contingency reserve of £36,471 the trustees have met this target.

Future Plans

The Disabled Persons Housing Service (Fife) continued to work closely with one of its main funders, Fife Council Housing Service, to identify needs. Private Sector work has continued throughout this year. Work with 55+ via Community Intervention Fund was continued with potential to look at an expansion of a mentoring approach. Throughout the year we will be investigating on-going support for projects.

During this year DPHS(F) Board and staff group continued to react to welfare reform challenges by altering Housing Option Report contents as necessary. It was quickly identified that Fife faces a large impact due to the high rate of individuals on a range of disability benefits, alongside Fife's large ageing population.

DPHS sought throughout the year to identify any partnership with training or workshops to make best use of resources and looked to carry this approach forward into 2014/15 by extending such opportunities to our customer group, namely at this point the 55+ mentoring project work.

Disabled Persons Housing Service (Fife) Limited

Trustees' Annual Report

For the year ended 31 March 2014

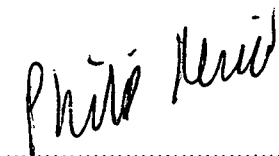
Statement of Trustees' Responsibilities

Company law requires the trustees to prepare financial statements for each financial year that give a true and fair view of the state of affairs of the charity at the end of the year and of the incoming and outgoing resources for the year then ended. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently,
- make judgments and estimates that are reasonable and prudent, and
- prepare the accounts on a going concern basis unless it is inappropriate to presume that the charity will continue its activities.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and to enable them to ensure that the financial accounts comply with the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the provisions for small companies under part 15 of the Companies Act 2006, was approved by the trustees on 14 October 2014 and signed on their behalf by:



Philip Revie - Trustee

Disabled Persons Housing Service (Fife) Limited

Independent Examiner's Report For the year ended 31 March 2014

I report on the financial statements of Disabled Persons Housing Service (Fife) for the financial period 1 April 2013 to 31 March 2014 which are set out on pages 9 to 15

Respective responsibilities of trustees and examiner

The charity's trustees (who are also the directors of the company for the purposes of company law) are responsible for the preparation of the accounts in accordance with the terms of the Charities and Trustee Investment (Scotland) Act 2005 ("the 2005 Act") and the Charities Accounts (Scotland) Regulations 2006 ("the 2006 Regulations"). The trustees consider that an audit under Regulation (10)(1)(a)-(c) of the 2006 Regulations is not required and that the accounts can be subject to an Independent Examination.

It is my responsibility to examine the accounts under section (44)(1)(c) of the 2005 Act and to state whether particular matters have come to my attention.

Basis of Independent Examiner's Statement

My examination is carried out in accordance with Regulation 11 of the 2006 Regulations. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeks explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the view given by the accounts.

Independent Examiner's Statement

In connection with my examination, no matter has come to my attention:-

1. Which gives me reasonable cause to believe that in any material respect, the requirements:
 - to keep accounting records in accordance with section 44(1)(a) of the 2005 Act and Regulation 4 of the 2006 Regulations; and
 - to prepare accounts which accord with the accounting records and comply with the Regulation 8 of the 2006 Regulationshave not been met, or
2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.



Chris Smith BSc (Hons) ACIE
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Aytounhill
Cupar
KY14 6JH

Date: 22/10/2014

Disabled Persons Housing Service (Fife) Limited

Statement of Financial Activities (Incorporating the Income & Expenditure account) For the year ended 31 March 2014

	Note	Unrestricted Funds £	Restricted Funds £	2014 Total £	2013 Total £
Incoming Resources					
From Generated Funds					
Voluntary income	5	58,313	75,109	133,422	129,190
Investment income		29	-	29	16
From charitable activities	6	-	11,172	11,172	10,976
Other income		10,035	-	10,035	-
Total incoming resources		<u>68,377</u>	<u>86,281</u>	<u>154,658</u>	<u>140,182</u>
Resources Expended					
Cost of charitable activities	7	75,873	59,789	135,662	122,083
Governance costs	8	1,321	-	1,321	1,033
Total resources expended		<u>77,194</u>	<u>59,789</u>	<u>136,983</u>	<u>123,116</u>
Net incoming/(outgoing) resources before transfers		<u>(8,817)</u>	<u>26,492</u>	<u>17,675</u>	<u>17,066</u>
Transfers		11,343	(11,343)	-	-
Net incoming/(outgoing) resources after transfers		<u>2,526</u>	<u>15,149</u>	<u>17,675</u>	<u>17,066</u>
Reconciliation of Funds					
Funds brought forward		39,228	21,609	60,837	43,771
Net income		2,526	15,149	17,675	17,066
Funds carried forward		<u>41,754</u>	<u>36,758</u>	<u>78,512</u>	<u>60,837</u>

The statement of financial activities includes all gains and losses recognised in the period. All incoming resources and resources expended derive from continuing activities. The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006. The notes on pages 11 to 15 form an integral part of these accounts.

Disabled Persons Housing Service (Fife) Limited

Balance Sheet

At the 31 March 2014

	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Fixed Assets					
Tangible assets		383	-	383	800
Current Assets					
Debtors		-	-	-	4,105
Prepayments		-	-	-	-
Cash at bank & in hand		49,917	37,648	87,565	61,146
Total current assets		<u>49,917</u>	<u>37,648</u>	<u>87,565</u>	<u>65,251</u>
Current Liabilities					
Deferred income		4,040	-	4,040	-
Creditors		3,940	890	4,830	4,678
Accruals		566	-	566	536
Total current liabilities		<u>8,546</u>	<u>890</u>	<u>9,436</u>	<u>5,214</u>
Net current assets		<u>41,371</u>	<u>36,758</u>	<u>78,129</u>	<u>60,037</u>
Net assets		<u>41,754</u>	<u>36,758</u>	<u>78,512</u>	<u>60,837</u>
Funds of the Charity					
Unrestricted funds		41,754	-	41,754	39,228
Restricted funds		-	36,758	36,758	21,609
Total Funds		<u>41,754</u>	<u>36,758</u>	<u>78,512</u>	<u>60,837</u>

The directors confirm that for the financial period ended 31 March 2014:-

- the company was entitled to exemption under section 477 of the Companies Act 2006, and
- no members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Act.

The directors acknowledge their responsibilities for complying with the requirements of the 2006 Companies Act with respect to accounting records and the preparation of accounts.

The accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime of the 2006 Companies Act.

The notes on pages 11 to 15 form an integral part of these accounts.

Approved by the trustees on 14 October 2014 and signed on their behalf by:


Alex Haddow - Treasurer

Disabled Persons Housing Service (Fife) Limited

Notes to the Financial Statements

For the year ended 31 March 2014

1 Basis of Preparation

These accounts have been prepared on the basis of historic cost in accordance with:-

- (a) Accounting & Reporting by Charities - Statement of Recommended Practice (SORP 2005) (2nd edition),
- (b) Financial Reporting Standard for Smaller Entities (FRSSE) (effective April 2008),
- (c) The Company's Act 2006
- (d) The Charities & Trustee Investment Act (Scotland) Act 2005, and
- (e) The Charities Accounts (Scotland) Regulations 2006 (as amended).

2 Accounting Policies

2.1 Form of Financial Statements

The Charity maintains two funds for accounting purposes:-

- (a) A general unrestricted income fund for the day-to-day running of the charity, and
- (b) A restricted income fund that consists of monies received from sponsors which relate to a specific project and are donated to fund a particular purpose. (See note 4).

2.2 Incoming Resources

(a) Incoming Resources are recognised and included in the Statement of Financial Activities (SOFA) when the Charity becomes entitled to the resources; the trustees are virtually certain they will receive the resources; and the monetary value can be measured with sufficient reliability.

(b) Where incoming resources have related expenditure the incoming resources and related expenditure are reported gross in the SOFA.

(c) Grants received in advance and which specifically relate to a future accounting period are treated as deferred income.

2.3 Expenditure & Liabilities

(a) Expenditure is accounted for on an accruals basis.

(b) Liabilities are recognised as soon as there is a legal or constructive obligation to pay out resources.

(c) Governance costs include the costs of preparation and examination of the statutory accounts, the cost of trustee meetings and the cost of any legal advice to trustees on governance or constitutional matters

2.4 Assets

Tangible fixed assets are capitalised if they have a value greater than £200 and can be used for more than one year. They are valued at cost or, if gifted, at their value on receipt.

Disabled Persons Housing Service (Fife) Limited

Notes to the Financial Statements

For the year ended 31 March 2014

2.5 Depreciation

Depreciation is calculated to write off the cost of tangible assets over their useful economic life as follows;

Fixtures and fittings	- 15% on reducing balance
Computer equipment	- 33% on cost

2.6 Taxation

The charity is not liable to income or capital gains tax on its charitable activities. Irrecoverable VAT is included in the asset cost or expense to which it relates.

3 Trustee Remuneration & Expenses

No trustees' or connected persons received remuneration or other benefits for the year to 31 March 2014 (2013 – nil)

Travel expenses totaling £755 were paid to two trustees (2013 - £497 to five trustees)

4. Movement in Restricted Funds

During the year the charity maintained the following restricted income funds:

Fund	Opening balance	Income	Expenditure	Transfers	Closing balance
	£	£	£	£	£
Housing Mentors Project	18,369	38,841	23,255	(3,974)	29,981
Private Sector Project	834	36,268	30,325	-	6,777
Community Jobs Scotland	2,406	11,172	6,209	(7,369)	-
Total	21,609	86,281	59,789	(11,343)	36,758

The transfer of £11,343 out of the restricted funds represents the management fees, agreed with funders, transferred to the unrestricted fund.

Disabled Persons Housing Service (Fife) Limited

Notes to the Financial Statements

For the year ended 31 March 2014

5. Voluntary Income	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Donations		20	-	20	1,104
Fife Council Housing		41,973	-	41,973	42,705
Fife Council Social Work		16,320	-	16,320	16,160
Fife Council Private Sector Project		-	36,268	36,268	29,480
Fife Health Board Housing Mentors		-	38,841	38,841	39,741
Total		58,313	75,109	133,422	129,190

6. Income from Charitable Activities	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Community Jobs scheme		-	11,172	11,172	9,020
Third Sector Internship		-	-	-	1,956
Total		-	11,172	11,172	10,976

7. Cost of Charitable Activities	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Staff costs		57,280	46,979	104,259	99,244
Rent		8,117	-	8,117	5,800
Postage, printing & stationery		1,927	-	1,927	3,299
Insurance		598	-	598	598
Staff travel		1,034	1,821	2,855	1,114
Legal and professional charges		706	-	706	1,062
Publicity material		-	-	-	1,090
Training		203	3,273	3,476	2,781
Telephone		1,370	-	1,370	465
Depreciation		417	-	417	875
IT costs		1,150	-	1,150	450
Other		3,071	7,716	10,787	5,305
Total		75,873	59,789	135,662	122,083

Disabled Persons Housing Service (Fife) Limited

Notes to the Financial Statements

For the year ended 31 March 2014

8. Governance Costs	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
IE Fee		566	-	566	536
Board expenses		755	-	755	497
AGM					
Total		1,321	-	1,321	1,033

9. Staff Costs	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Salaries		51,408	39,758	91,166	89,900
Employers NI		3,954	3,079	7,033	7,850
Employers Pension		1,918	4,142	6,060	1,494
Total		57,280	46,979	104,259	99,244

The average monthly number of employees during the year was 4 (2013: 4). No employee received remuneration of more than £60,000 (2013: None).

10. Tangible Assets	Fixtures & fittings	Computer equipment	Total
	£	£	£
Cost			
At 1 April 2013	737	4,779	5,516
Additions			
At 31 March 2014	737	4,779	5,516
Depreciation			
At 1 April 2013	502	4,214	4,716
Charge for the year	35	382	417
At 31 March 2014	537	4,596	5,133
Net Book Value			
At 31 March 2014	200	183	383
At 31 March 2013	235	565	800

Disabled Persons Housing Service (Fife) Limited

Notes to the Financial Statements

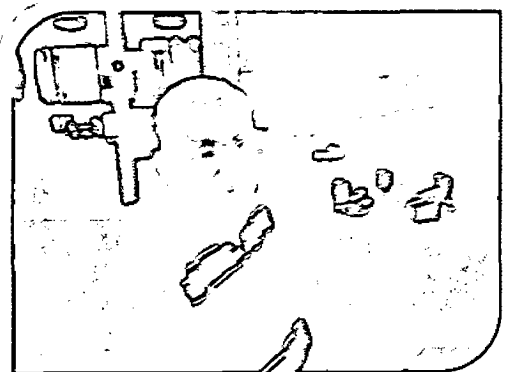
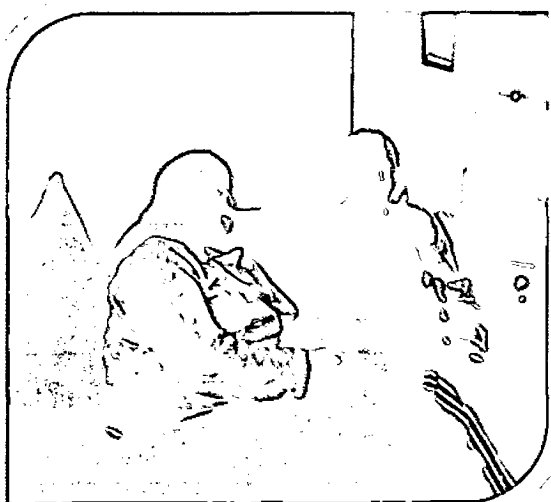
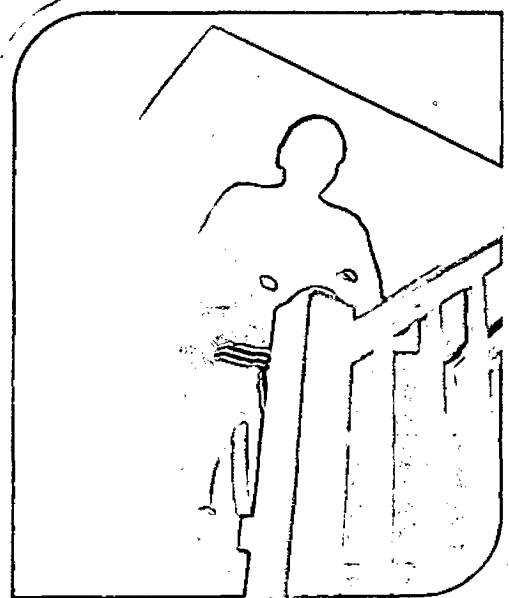
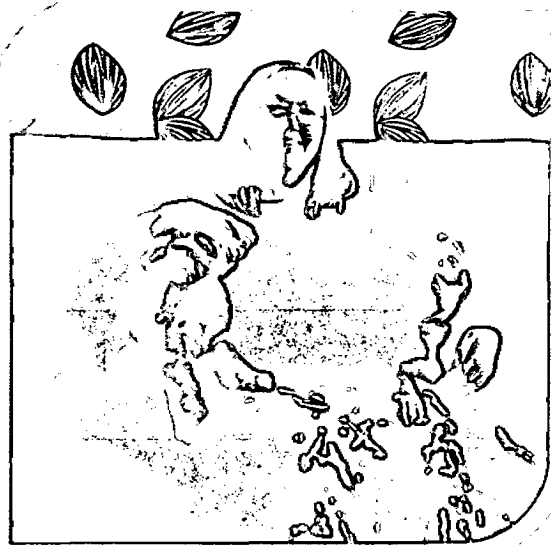
For the year ended 31 March 2014

11. Creditors	Note	Unrestricted Funds	Restricted Funds	2014 Total	2013 Total
		£	£	£	£
Salaries		2,236	822	3,058	2,942
HMRC		1,704	68	1,772	1,736
Total		3,940	890	4,830	4,678

12. Free Reserves	2014 Total	2013 Total
	£	£
Free reserves (unrestricted fund less value of tangible assets)	41,371	38,428
Consisting of:		
Contingency and running costs	36,471	33,528
Home Point accreditation & training	4,900	4,900
	41,371	38,428

Disabled Persons Housing Service (Fife)

Annual Report 2014



***When asked if he would recommend the DPHS service to others,
Kenneth said: "In a heartbeat!"***

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Photographed above staff and board members outside our High Street premises.

From left: Tracy Finnie, Ian Fricker, Rebecca Shovlin (back left), Janice Burt (back centre), Alex Haddow (back right), John Sandie (front centre), Philip Revie, Jackie Morrison

Missing from photograph: Harry Ferrier, Alan Smith, Stefan Brennan

Front page: Top right: Janet, Top left: Alex Bottom right: Catherine and Alex, Bottom left: Kenneth Stories on page 6

DIRECTORS REPORT FROM CHAIRPERSON – JOHN SANDIE

On behalf of Disabled Persons Housing Service (Fife) I am pleased to present our Annual Report for 2013/14 and to extend on the activities undertaken in the year to March 2014.

This has been an exciting year with many challenges – economic challenges, changes to disability benefits at the same time as the introduction of the under occupancy charge and I'd like to report on how the Board and staff met those challenges.

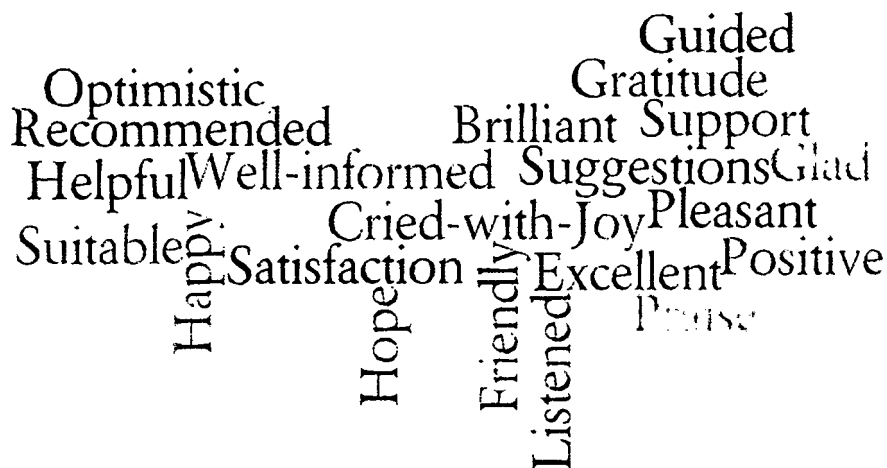
- Our Path (Business Planning) Day in 2013 identified a wish to move office to be in the community to raise awareness to the public of our service - we successfully achieved this in January 2014.
- Housing Mentors 55+ funding was extended to a final 3rd year of Community Intervention Fund (Change Fund).
- Private Sector Project work continued.
- The Scottish Government scheme Community Jobs Scotland continued to support our service with administration salary costs. Katie went on to work in the Bank, and then Stefan joined us to provide much needed support to the staff group. This ensures we can continue to supply full, independent Housing Options Reports amongst other services.
- Our core housing information and advice service was supported by both Fife Council Housing & Fife Council Social Work.

We thank all of the funders concerned for their continued support of the work we do for the people of Fife.

- During the year Referendum/Independence activities led to some uncertainty over funding routes and also to how integration of Health & Social Care is going to be structured/funded.
- We had an increase in customer work - in particular from January since when we moved to a more visible location. This led to challenges for both Staff plus Board – all met.
- We worked in partnership with others to raise awareness of helpful services – for example we held Finance Awareness sessions for older people; CARF carried out Drop-In Clinics in our community room. These sessions were well received.

The year ahead looks to remain challenging and exciting and we'd be grateful if you can think how you might support/serve with DPHS(F). This year completes my service in the post of Chairperson and I'd like to thank the staff group and the Board members for their sincere dedication to DPHS Fife. I look forward to supporting a new Chairperson in the year ahead.

Here's what some of our customers said:



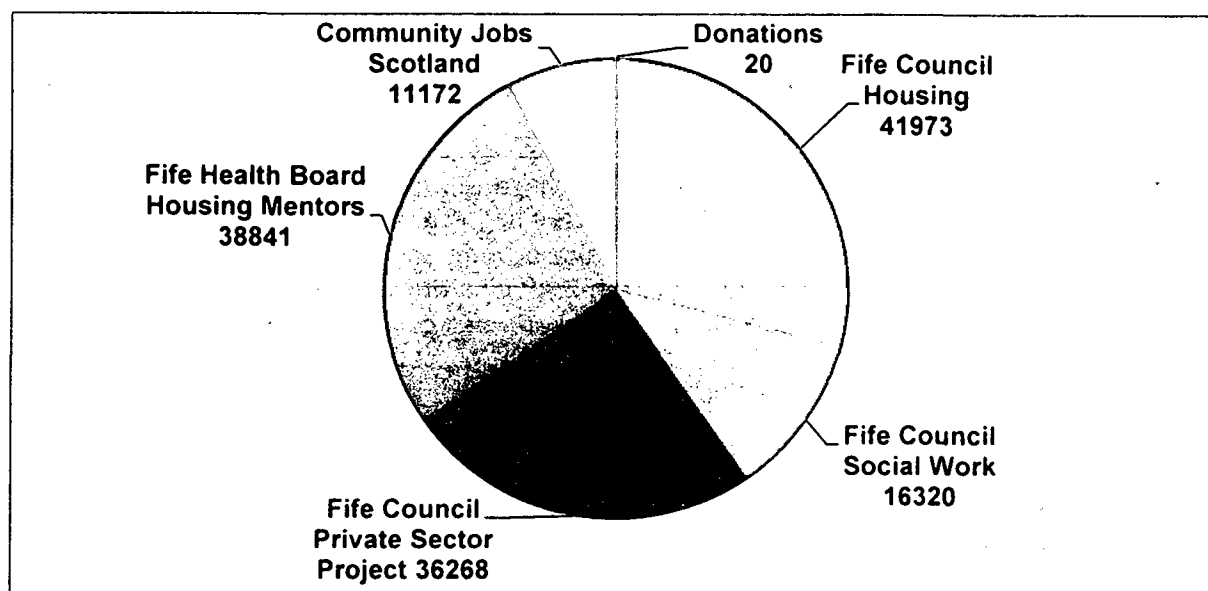
A word cloud of customer feedback phrases. The words are arranged in a cluster, with some words appearing more prominently than others. The phrases include: Optimistic, Recommended, Helpful, Well-informed, Satisfactory, Suitable, Happy, Hope, Friendly, Listened, Guided, Gratitude, Brilliant, Support, Suggestions, Glad, Pleasant, Cried-with-Joy, Excellent, Positive, and Praise.

TREASURER'S REPORT – ALEX HADDOW

For the year 2013/14 there was emphasis on continuing delivery of the service. We are thankful to Fife Council for continuation of our core funding – Fife Council Housing (£41,973) and Fife Council Social Work (£16,320). An increase in total monies available this year was from underspend from earlier in the Community Intervention Fund (our Housing Mentors 55+ Project) which we were allowed to carry forward for use.

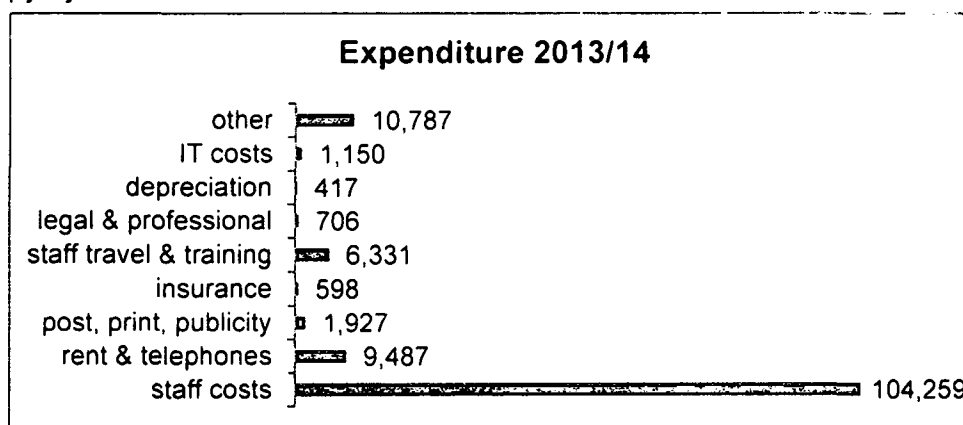
A move to new premises early in 2014 led to an increase in expenditure as a result. It also extended our activities as we are in a visible High Street spot and as a result we have been able to serve more people.

As expected, salary costs are the highest expenditure as this is what it takes to run the service. We were once again able to take up DWP Community Jobs Scotland to cover the cost of administration which allowed us to provide full typed up Housing Options Reports for each customer which has been a great improvement in service delivery. We also made best use of funds by continuing for a final year with the secondment of a Fife Council employee into our Private Sector Project. Funds held were £36,758 in the restricted fund and will be spent in the coming year, including the aforementioned underspend due to a delayed start of that project. Free reserves at 31 March 2014 were £41,754.



The Board and staff continue to monitor the delivery of the service to ensure the best results for our customers whilst being mindful of the delivery costs so as to ensure best return on investment. DPHS(F) continues to investigate all potential funding streams, partnership work, free training, etc. and will continue to monitor the usefulness of our new premises.

Copies of the DPHS(F) Accounts are available by contacting the office by popping in and asking, or requesting a copy by email or mail.

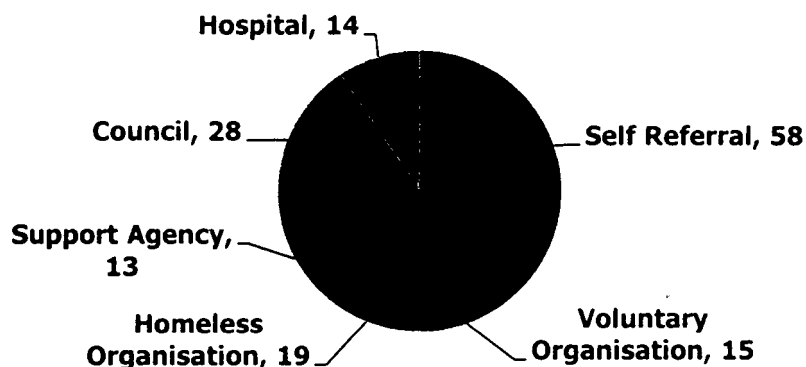


The report is prepared in accordance with the provisions for small companies under Part 15 of the Companies Act 2006 and was approved by the Trustees on 14th October 2014

HOUSING INFO & ADVICE: JACKIE MORRISON, CO-ORDINATOR

The core function of DPHS is still provision of full, independent housing options advice. This enables and encourages each individual to look at a full range of possible housing solutions. The staff group at DPHS work in a person-centred way with the customer to explore any other advice/referrals which may assist them and refer to a wide range of both statutory and third sector agencies. Self-referrals this year have **DOUBLED! This year there were 58 (last year 24)**. In general, referrals from Fife Council, homeless and hospitals have all increased. This may be due to our Housing Mentors 55+ Project being well established during this year doing presentations and awareness raising. Our move to a community based High Street office may well have contributed to this increase!

Referrals 1st April 2013 to 31st March 2014



During this year staff attended training sessions alongside Board members, volunteers and customers on a wide range of topics which included:

- *Financial Awareness Training Sessions delivered by Plan B, a Social Enterprise; Community Safety Partnership training on safety in the home; Outside the Box and Over the Fence (consulting on older peoples views of Self Directed Support); the role of Private providers of care; ENeRGI in Fife and Self Directed Support Scotland on use of Self Directed Support. In particular CPAG delivered training for staff professional development around changes to benefits.*

Our Senior Housing Advisor Tracy attended meetings with Specific Needs Housing Group to advocate on behalf of customers whose needs are so specific they will not be met through general stock. Those meetings enabled the staff group to be aware of all new developments and which types of properties would be available and where.

Our Private Sector Worker Rebecca was involved in liaising over a few adaptation cases but there were also disappointments due to the tight criteria for funding and many people investigated self-funding. Awareness raising took place with private landlords on use of accessible, ground floor or adapted properties with DPHS(F) now being able to advertise such lets in our window and online.

For Janice who works with the over 55s there were very many changes this year to sheltered housing – the loss of staff/wardens/services and a change to “retirement” living which was suitable for some, but disappointing to others who had a different expectation. In addition to the videoed stories, a small group of active mentors was recruited and started training.

Our Co-ordinator worked throughout the year towards potential continuation of projects and all were successfully carried forward for another year. In addition routes for funding of potential new project work and partnership work were explored. Throughout 2014 there will be a full range of meetings around housing funding reviews and reviews around the integration of social work and health. As always Board and staff will continue to review practices, policies, procedures etc. to ensure our service continues to meet the needs of the public in Fife.

HOW DO WE MAKE A DIFFERENCE?

Our full, independent options are carried out in a person centred way. Why does that make a difference? We are working with individuals to examine their choices, sometimes challenge their choices and to open up discussions about a full range of things to help. Sometimes this will mean a referral elsewhere – for example when an issue is not really about the housing, but more about support and independent living. Often too, customers through having these discussions have come up with solutions themselves that have not even been on the radar. Our staff group work as a team and this is often how results are discovered – a 55+ customer being discussed with the private sector worker and vice versa!

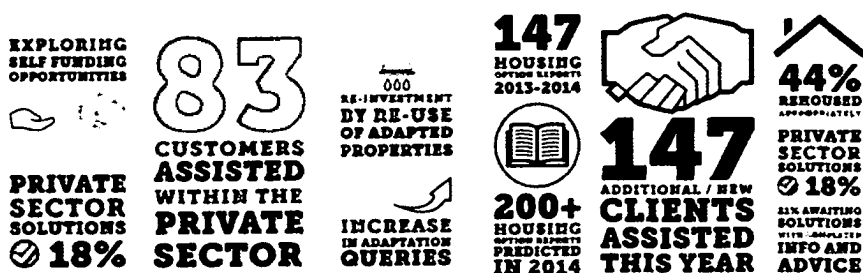
Sadly we sometimes work with someone and their family and a solution does not come in time for them. This is what happened with Mrs S who passed away just as she was offered a place to move to sheltered housing. Her son though wanted to ensure that her partially adapted home was rented to someone who could benefit from the stair lift and shower cubicle. This was very kind of the family and Janice was able to refer one of her over 55 customers who was very interested. The couple had previously filled out all application forms for social housing and had been open enough also to visit some private lets which were just not accessible enough for them. On this occasion though the property was just right. There were some issues around legal matters and lease which took some time to sort through but both parties were willing to wait and work together to make this happen. The couple moved in in January 2014 and could not be happier – even their dogs love their new home! (You can see their photo on the front page!).

We all love dogs here at DPHS and have been introduced to a few assistant dogs and hearing dogs along the way. However, having dogs sometimes makes it difficult to find a housing solution – as Janet found. Janet was struggling with her bathroom and stairs and was becoming isolated. With help at DPHS a number of application forms were completed and even a few visits to sheltered housing – however having the dogs (no matter how small and cuddly) was not acceptable to these providers. Would Janet consider an accessible private let? She had not thought about this until a suitable one came up via DPHS with a wet floor shower. Janet has since joined our volunteer mentor group to help other people.

Janet commented:

"I love everything about it. I have good neighbours. I'm closer to my family but the best bit is the wet floor shower. It's great being able to shower every day and not struggle with stairs. The biggest difference though is my pain. I can honestly say I am not in nearly so much pain anymore and can even manage to stand for a while at the kitchen sink and wash up my own dishes!"

Sheltered providers are sometimes the last thing on someone's mind. When Kenneth was referred to us from Bethany Christian Trust following a stroke he was struggling to manage physically in his large 3 bedroom house. His poor mobility meant he struggled to manage the stairs, the bath was out of the question and he was unable to cook for himself. Kenneth was feeling totally isolated and only left the house when taken for physio at Cameron Hospital. From discussions jointly with Janice and Alan from Bethany, Kenneth identified that company of other people and a meal service would be top of his list. A variety of forms were completed and a bedsit was offered initially from Fife Council. Kenneth felt this would still be isolating and decided to wait to hear word from the sheltered providers – namely Beild who could offer all that he was seeking. He moved in April and is so delighted with the outcome he couldn't thank us enough.



LIVING INDEPENDENTLY FOR THE FIRST TIME – HELP FROM THE SPECIFIC NEEDS HOUSING TEAM AT FIFE COUNCIL

Mr C was seeking to live independently having grown up with foster carers and approached us for assistance. At that point Mr C was unaware he would be eligible for independent living points by Fife Housing Register which we then outlined in his personalised Housing Options report.

Following appropriate info and advice, and completion of forms, a referral was made to Specific Needs Housing Group to assist in identifying a property with the specific features needed by Mr C to live independently. Due to having a Motability vehicle Mr C was able to be flexible regarding his areas of choice and this was helpful.

After a short time Mr C received an offer of housing from Fife Council and although it was not in his first area of choice he viewed the property and realised it was perfect for his needs. On accepting his new property Mr C thanked DPHS(F) for all the help saying:

"My Housing Options Report made it easy for me to see all options available to me for consideration, along with the things that were already in place....and the things I still needed to explore....which was a huge help!"

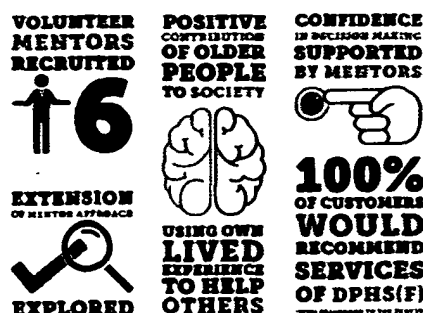
SPECIFIC NEEDS HOUSING GROUP: WHO ARE THEY?

DPHS are grateful to be working in partnership with Fife Council's Specific Needs Housing Team as it allows us to raise cases where needs will not be easily met by general needs stock. The team are very good at recognising individual need and doing their best to identify properties (existing or planned) to meet the needs of those customers. This is a good effective person centred model of working.



CHANGE FUND: RESHAPING CARE FOR OLDER PEOPLE: OUR WORK WITH OVER 55S

Change Fund for our Over 55s work was the first time we taken a partnership approach with NHS & Social Work – and as one of a number of projects supported via Fife Voluntary Action. This led to a lot of sharing of practices and helped keep us on track with measurable outcomes. We were fortunate indeed that Community Intervention Fund (via Change Fund) continued support/funding for over 55s which helps people explore their housing needs for the future, taking a preventative approach. Last year's report highlighted mentors helpful videos/stories online. This year our small group of Mentors entered into training in readiness to invite customers to pop in for a cuppa and a chat to share stories. Wow, we really look forward to the coming year so that we can continue to work with the mentors and explore extending that approach to help others.



THE WORK OF THE VOLUNTEER BOARD OF DIRECTORS

The Board of Directors are all volunteers who have lived experience of housing and/or independent living. They work in a variety of Sub Groups which report back to a monthly Board meeting:

- Customer Sub Group; Personnel Sub Group; Finance Sub Group; Policy & Standards Sub Group

And for 2014/15 we will be introducing a new Sub Group for Self Directed Support as we work out in which ways our service may be involved.

Once a year the Board of Directors, staff group, volunteers and stakeholders (funders) come together for a day dedicated to examining our work during the year and what is required of us in the year to come. This helps the service stay on top of gaps, and what is required to best service the public. We usually have an independent facilitator who helps us draw up all ideas on the day and then these are taken forward into an Action Plan by the Co-ordinator for the Board to use in their business planning. We usually have good fun doing this too! If you'd like to know how to use your skills to help DPHS(F) as a volunteer Board member please do ask us!

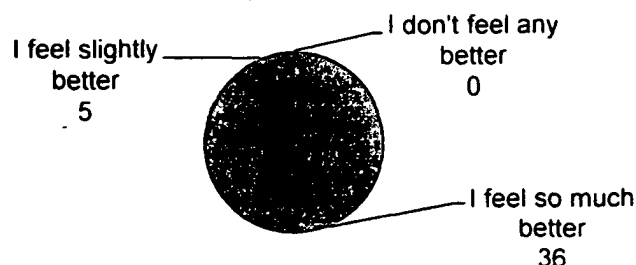


HOUSING OPTIONS, HEALTH AND WELLBEING

So over the period 2013/14 we worked with 147 NEW referral cases. However, in addition the staff group also had continuing cases who were awaiting outcomes. Why do we offer Housing Options Reports? It helps focus the customer on the range of solutions out there and maybe even list some that they may wish to come back to later – they use it as an active tool. Housing Options Reports also highlight problem areas – e.g. restricting your areas/house type. For some customers of course this is vital – e.g. being close to a particular school or medical facility; specific access requirements that they cannot live independently without.

As such at the financial year end we still had 21% of customers awaiting solutions but who had completed their journey of exploring all potential housing and independent living solutions. We asked our customers if going through this journey of exploring options and solutions was helpful and how it might have affected their feelings of wellbeing. We are conscious of course that if someone has an ongoing health concern or a deteriorating condition that no amount of advice and information may make them feel any different. However, we were keen to find out if there was any element of feeling more in control, with knowledge and knowing what steps they were now taking to move forward. The results speak for themselves:

In terms of general well-being, do you feel any better having received the appropriate housing advice/assistance/options made available to you by our service?



OUR NEW COMMUNITY BASE!

Why did we move? Previously we thought it didn't matter much where the office base was as our advisors carry out home visits and a lot of our work comes via mutual referrals via statutory agencies (housing, social work, health) and also the third sector (other charitable organisations – e.g. those providing support or advocacy). However, we were outgrowing our previous base (which was also up for closure) and more importantly our user-led volunteer Board members announced at last year's AGM that it was time we were seen in the community in approachable premises. It was felt that due to the financial climate – changes to benefits (in particular those affecting disabled people, their families and carers) and under occupancy charge, that it was paramount that we be in a community base to help people.



Our move to the High Street did not come without its worries and concerns. If we opened ourselves up to more customers, how would we cope? Everyone stepped up to the mark and we tightened our paper procedures; online contact; social networking and with help from funders who kept our projects going we were able to continue to offer full support. In particular the support from DWP Community Jobs Scotland has supported the production of the Housing Options Report as the young people who train with us, produce the typed up report, handle Exit Surveys, typed up referrals to Specific Needs Housing Group etc.

PARTNERSHIP WORKING – WHAT IT MEANS FOR OUR CUSTOMERS.

So, shortly after moving in – our referral rate did indeed rise as expected. This kept everyone firmly on their toes. By working closely with other agencies we were also able to bring in a range of support agencies to speak with customers, raise awareness of services and in some cases (like CARF Drop Ins) actually increase awareness of particular benefits and increase customer income levels to help them cope. Our particular premises have made this possible as we have availability of a confidential meeting room to hold these meetings away from the public facing office. This partnership work has come, surprisingly, at little cost to the service other than staff time and staff time donated by those other organisations. Our Drop Ins have given them opportunity to spread the word about their services and in turn our customers get to know about other services to assist them. A great win-win all round and a fantastic example of partnership working in practice. When there has been a topic of great interest with more people than we can handle, we move out to somewhere else to make this work – you can see us (below right) at St Brycedale for a session on Wills and Trusts run by Plan B, a social enterprise. (Below left) Financial Awareness for older people held in our Education Room.

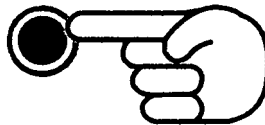


100%
OF CUSTOMERS
WOULD
RECOMMEND
SERVICES
OF DPHS(F)

*WHO RESPONDED TO THE SURVEY

It continues to be a privilege to be invited into peoples lives to help them explore what might work best for them!

CONFIDENCE
IN DECISION MAKING
SUPPORTED
BY MENTORS



The Mentors approach will continue to be evaluated this year to identify if it can be expanded to help all age groups. Our volunteers are helping us with this.

USING OWN
LIVED
EXPERIENCE
TO HELP
OTHERS

We continue to explore how we can best work with disabled people to share their valuable experiences to help others. As lived experience is the best of all.

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339 High Street
Kirkcaldy, KY1 1JN
Tel: 01592 803280
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Facebook: www.facebook.com/dphsfife

Twitter: @HousingAdvice @Housing55Plus
@AccessibleLets @HousingAccess

Thank You for Your Interest and Support