

# NATIONAL AWARD WINNERS .....

In last year's Annual Report, we introduced the work of the Activities Co-ordinator and the programme of activities they are providing to our Independent Living customers.

We are delighted to report this year that their hard work has been recognised with the Activities Co-ordinators, Lindsay Carter and Nicky Gilmour, winning the NAPA (National Activity Providers Association) Service Improvement Award.



The Service Improvement award is to celebrate those who've demonstrated a proactive approach to improving individual's wellbeing regularly through meaningful activities that are person centred. Creating an environment where individuals are engaged, stimulated and fulfilled.



Employees from Housing and Councillors attended a virtual awards ceremony and were thrilled that Lindsay and Nicky were announced as winners of the award, with judges commenting on how much they have achieved, across multiple sites, in such a short space of time.



Lindsay and Nicky were nominated after joining the Council in brand new roles in February 2019. They were tasked with providing a programme of social activities, tailored to the interests and needs of Independent Living customers, across all schemes with communal facilities. The activities aim to help maintain independence, reduce social isolation, keep residents active and end loneliness.

Nicky said ‘This award has definitely been a team effort and it was a fantastic surprise to win. I have been given tremendous support and guidance and this has enabled myself and Lindsay to embrace and develop our roles as Activities Co-ordinators. I would also like to thank all the residents within the Independent Living Schemes for attending our activities and getting involved, without their support we could not have won this award.’

The knowledge and understanding they have brought to this area of work, has been instrumental in ensuring they were quickly able to establish and develop plans for social activities. They regularly receive positive feedback from customers and their families for their hard work, dedication and approach to the activities they provide, which is a real testament to them.

Their commitment to their roles have seen some Independent Living schemes going from having little or no activities, to communal lounges becoming thriving places for customers to spend their time socialising together. One customer said “They have done so much for this place, before they came there was nothing, but now the place is alive.”

Lindsay said: ‘It is such an honour to have won the NAPA Service Improvement Award.



I feel it recognises the hard work myself and my colleague Nicky have put in to establish the role of the Activities Co-ordinators. We could not have got to the point we are now without the support of our manager. I look forward to continuing to deliver engaging activities for our tenants living in the Independent Living schemes.’

Claire Reed, Engagement Manager said “I’m so delighted for Nicky and Lindsay; they have worked so hard to establish the service and truly deserve this recognition. They are highly professional and skilled individuals who care deeply about the service they provide and strive to bring about positive changes for customers. I’m looking forward to supporting them to further develop the service and seeing what fresh and innovative ideas they come up with for future plans.”

Although the pandemic has impacted on the delivery of social activities, as soon as restrictions allowed Nicky and Lindsay were back to delivering their full programme of activities for customers. They have been pleased to welcome new customers and also see so many return to activities. Customers have welcomed the return of activities, with one who had attended a performance of an Ukulele Band saying “It’s so nice to be doing things together again and it was lovely sitting outside listening to the band and singing along.”