



LIVING

Two friends, one journey

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Message from the Chair

Dr Lesley Holdsworth

A really warm welcome to the 2020 festive edition of our newly renamed newsletter – Bield Living. As winter wraps around us, things may feel a little bit different in the run up to Christmas. However, despite the challenges brought by COVID-19, I'm proud to say that we at Bield have much to be optimistic about.

I became Chair of Bield in March of this year, just at a time when life changed for all of us. The year has turned out to be very different to what I could have ever anticipated – including what I would be doing as Chair of Bield. Safeguarding the wellbeing of our tenants, owners, volunteers and staff has been our primary focus since that time and will remain so.

At our recent AGM and in this year's Annual Report, I praised and gave thanks for the outstanding efforts made by all our staff and highlighted the numerous acts of kindness we have witnessed over the last few months. During tough times, it is kindness that is so important, kindness can make us smile, cheer us up and make us feel connected.

Leading us through these past months has been our Senior Management Team, led by our CEO, Dr Lynne Douglas. This team is new to Bield this year, but brings a wealth and breadth of experience that has already benefited us all. They've worked tirelessly over these past months and we have a lot to thank them for. We and the Board look forward to working with them.

Each year, as is our tradition, we recognise the commitment many of our staff have made to Bield with our long service awards. This year, we acknowledged a further 27 who have been with Bield for 15 years and an amazing four who have provided over 25 years of service.

Despite the challenges we continue to face, Bield is still very much looking to the future. We continue to progress our bold and ambitious plans to ensure we remain one of the largest providers of quality homes and services for older people across Scotland.

We have much to look forward to. Next year, Bield will turn 50 years old and we'll be asking both our customers and staff for ideas on how we can celebrate this impressive milestone. I have no doubt that there will be many great ideas and celebrations throughout the year – which is a cheery thought for 2021.

From both myself and the entire Board, we hope you stay safe and well and that 2021 brings many causes for celebration!

Kind regards

Dr Lesley Holdsworth

“
We have so much to look forward to.”



Message from Chief Executive

Dr Lynne Douglas

Hello and welcome to our Bield Living. As I write this, I am reflecting on the past six months and the passing of seasons, but also how our lives are continuing to be impacted upon by the global pandemic.

I started at Bield in November 2019 and I have officially been working virtually from home for longer than I have been in the office. My greatest sadness is that I have not been able to continue to visit the developments and meet many of you in person. As sure as night follows day, this too will pass and we will once again be able to meet in person to do the things we enjoy most. I am very proud of the Bield staff who continue to work daily to keep themselves, our tenants, owners and volunteers safe.

Over the past six months we have launched our Wall of Kindness, which can be accessed through our website. The Management Team and I have encouraged staff and customers to share acts of kindness that have had an impact on them during this difficult time. It is wonderful to see the multiple nominations and stories and we take great pleasure in sharing them.

We are also very proud to share the wonderful news that our Chair, Dr Lesley Holdsworth, has been awarded an OBE in the Queen's Birthday Honours list – for services to physiotherapy and health services. This is very well deserved and some lovely news for us to share.

In recent weeks we have been given new iPads from an initiative with Scottish Council Voluntary Organisations (SCVO) to increase the use of digital equipment and services for our tenants. We are embarking on a pilot with 180 tenants to help people better use technology and keep them connected. We are very excited about having this awarded and hope that it will benefit many more of our tenants in the future to access technology and connections in a different way. We plan to share the learnings with you and report back with some stories from tenants on how this goes.

In 2021, Bield will celebrate its 50th Anniversary, a huge milestone and one that we look forward to celebrating throughout the whole year. I am very keen that we recognise the heritage of Bield as a registered social landlord and look to the future to ensure we as

an organisation continue to provide sustainable services that will see us thrive in the coming decades. We are talking to groups such as the partnership forum and BIG (Bield Improvement Group) to seek views on what you would like to see us do to celebrate this wonderful milestone. So if you are a member of a tenants committee or forum in your development, please consider this and let us know some of your ideas through hello@bield.co.uk

If you would like help with anything during these difficult times, please contact us on hello@bield.co.uk. Our website, www.bield.co.uk/covid19, also contains a lot of information to help you during this time.

I'll leave you with a lovely poem that struck me as being so relevant for the times we live in:

*“How do you do it?” said night
“How do you wake and shine?”
“I keep it simple.” said light
“One day at a time”*

Lemn Sisse MBE

Until the next time, stay safe.

Kind regards

Dr Lynne Douglas



Welcome to Bield Living

As 2020 draws to a close, we'll be reflecting on a rollercoaster year at Bield. In this winter edition, we'll be kicking off the festive cheer with a whole host of noteworthy achievements and stories from the past year. You'll also find lots of useful information, some fun activities and a recipe for you to enjoy.

But first, we'd like to take a moment to introduce one of the latest changes this year. As you may have noticed, you're no longer reading the Bield Bulletin, but **Bield Living**. The name change comes as we reflect on an exciting year. It's our belief that there's no better time than right now to shine a light on all the great initiatives and successes surrounding 2020. So as we march on into 2021, our newly named newsletter will be the first of many exciting changes still to come.

Despite the challenges of 2020, the success stories at Bield have been rolling in. Everybody involved, staff and residents alike, have shown immense kindness and perseverance in the face of adversity.

However, special recognition must go to you, our tenants. Lockdown measures have not only disrupted our services, but your day-to-day life too. We're grateful for your patience during this period and without you, our team would not have been able to manage the ever-changing aspects of COVID-19. With your cooperation we've been able to implement new measures and processes that help meet our ultimate goal – to keep you all safe and smiling.

Of course, all of this could not have been achieved without the wonderful, hardworking people behind the scenes. So for this particular edition, we thought it would be fitting to shine some light on a few of the people who have made it all happen in 2020.

We hope you enjoy reading their stories and many others in our new **Bield Living**.

Thank you.



Joseph Forest

Night Shift Worker

We'd like to introduce Joseph, a Night Shift Worker at Bield. Joseph has been with us for four years and in his current position for three and a half years. His role is vital in ensuring all our residents have access to the support they need at the touch of a button – all hours of the night.

One of Joseph's responsibilities is to find the best solutions to the challenges our residents face. Alongside two other team members, Joseph is often required to quickly solve complex problems, and is regularly faced with unpredictable challenges. He believes that one of the most rewarding moments is arranging immediate help for residents in the middle of the night, so they feel safe, secure and well as soon as possible.

His main responsibilities include:

- Maintaining a solid and effective relationship with his colleagues. This is a team that relies upon one another
- Giving support and reassurance to residents during what are often very worrying moments for them
- If there are technical issues in the middle of the night, he has to think on his feet
- Maintaining good communication with the team members who work day shift, to ensure that any on-going issues are dealt with appropriately and that all relevant information is passed on



Mairi Tracy

BR24 Admin Assistant

Mairi joined us at Bield all the way back in 1994 and has 26 years of service under her belt. She started aged 21 on the BR24 Team and has witnessed its evolution over the decades. Mairi is also one of our longest serving members at Bield and plays a vital role in the day-to-day running of things.

Mairi is responsible for:

- Maintaining the database for the Out of Hours Repairs Service
- Assisting management with rotas and shift cover
- Dealing with telephone enquiries
- Responding to equipment fault enquiries
- Fulfilling equipment orders
- Handling reports requested from outside partners
- Providing support to the Head of Service, as required

In Mairi's own words, she says:

“

I love my job. Sometimes I look back and cannot believe that it has been 26 years, but every day is different and provides new challenges. Being able to help or reassure residents and their families with any issues is what keeps me going, it's a very rewarding part of my job. Taking the time to chat with people, especially at this time, is extremely important.

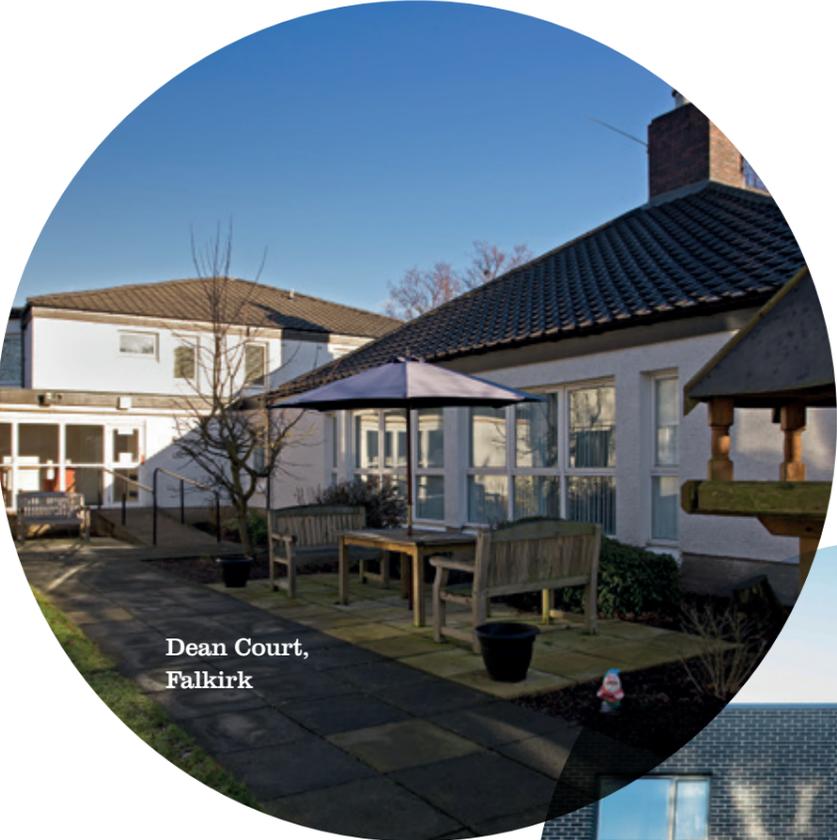
Map of developments

With just over 5,400 properties in 21 different locations, Bield is one of the largest providers of housing and support services for older people in Scotland.

This map shows how many developments we proudly operate and where.



Fleming Place, Edinburgh



Dean Court, Falkirk



St Andrew's Way, East Dunbartonshire

A year of kindness

This year in particular has shown us that a little bit of thoughtfulness can go a long way. Kindness has always been a part of our DNA, but earlier in the year we officially declared it a Bield value. Now more than ever it's important to contribute with kindness in whatever way we can, and our staff and the many others involved with us have done exactly that.

Read about some of the amazing ways we've all been fostering kindness in 2020.

Stand up students

One of the greatest acts of kindness we witnessed this year came from three university students, who went out of their way to provide invaluable care support to our residents during lockdown. The teenagers from Linlithgow, who joined Bield in care assistant roles over the summer, stepped up to the plate to provide personal care, social support and domestic assistance to help older people in West Lothian.

Katrina Paley, 18, (University of Aberdeen), Katie Stewart, 19, (University of Glasgow), and Ellen Kilgour, 19, (The University of Edinburgh), worked as part of the Bield at Home team. After completing their first year of studies, the girls took it upon themselves to help some of our most vulnerable – all whilst gaining valuable work experience.

Biomedical Sciences student, Katrina, said: "I am a person who doesn't like doing nothing, so lockdown was not ideal. I wanted to get out and do something to help out and I'm glad our work has made a difference to older people in my town."

Medical Sciences student, Ellen, said: "My Gran had received care from Bield at Home so I was fully aware of the services they provide and I wanted to be a part of that, to give something back.



Katrina Paley



Katie Stewart



Ellen Kilgour

She received tremendous support from the carers and I could see how massive an impact it had on her life, so I wanted to offer this quality of care to all the Bield residents."

Medicine student, Katie, said: "The residents are all wonderful and I loved spending time with them. For most during lockdown, the Bield at Home team were their only point of contact, so were extremely happy to see us."

Bield Area Manager, Lorna Smith, thanked the students for their hard work and welcomed them back at any time. She said: "Katrina, Katie and Ellen provided an invaluable service to our hardworking team. They each approached this difficult, and in many ways vital role with enthusiasm and dedication. Everyone at the team was delighted how they fitted in and got on with the tasks. This has been a difficult and demanding period and their support has been greatly appreciated

by our residents and the rest of the Bield at Home team."

We can't thank the students enough for their work. They brought smiles to faces and made a real, positive difference to our communities. We hope to hear from them again soon and wish them the very best of luck in their studies.

Contact Bield at Home on: 01506 840846 | HomeEdinburgh@bield.co.uk

“Getting to know the Bield residents was very enlightening. Ellen, Medical Sciences Student

Health and Wellbeing Hub

From useful NHS advice on how to stay fit, to simple tips and tricks to help you relax, it's all on our Bield Health and Wellbeing Hub. We're proud to have launched it this year and the online message board is free for everybody to use – staff and residents alike.

Visit www.bield.co.uk/health-and-wellbeing-hub for more information.

Wall of Kindness

Bield's 'Wall of Kindness' is a newly established online space, where we regularly post uplifting stories from our properties. Our staff are always updating the page with the latest and greatest news from the kind world of Bield.

“In a world where you can be anything, be kind.”

“ Bield's Chief Executive, Dr Lynne Douglas, said: We are excited to have launched Bield's Wall of Kindness. This portal aims to recognise the amazing service of our staff, the incredible kindness of our residents and everything and anything in between.

Pulling together on PPE

When the COVID-19 pandemic started to become an operational issue in early March Heather Thomson, Head of Property Management, took on the tremendous challenge of sourcing, ordering and delivering PPE. Despite the worldwide shortage at the time, she and her team put in an amazing effort to source equipment for staff in over 180 developments across Scotland.

In March, April and May supplies were very scarce and most of Bield's usual suppliers were unable to provide equipment, as their stock was being diverted to the NHS. So Heather's team had to think on their feet to source gloves, masks, aprons and hand sanitiser. Bield was fortunate in that some of our contractors shared their limited supplies with us in the first few

weeks. We also received hand sanitiser donations from distilleries who had turned to manufacturing in order to help out.

The team also followed up with leads across many different specialist supply areas, from large medical suppliers to hairdressers, butchers and even electronic suppliers. Heather made the decision early on to purchase fitted face masks for staff who would be in the closest contact with customers – mainly our Bield at Home Team and those delivering support services and meals delivery.

It was an all-round team effort and an honourable mention must go to our Asset Management Officer, Linda Lee, who took on the task of sourcing and

“Kindness is the sunshine in which virtue grows.”

If you have something you'd like to share with us, we'd love to hear from you. Feel free to share your stories from birthdays, fundraising, volunteering or anything at all with the Bield family. You can get in touch with us at wellbeing@bield.co.uk



ordering supplies, arranging uplifts, coordinating face fitting sessions and administering payments. Sam Mackenzie, our Property Operations Manager and his team also went above and beyond to arrange storage hubs across the country and maintain stock levels. They delivered PPE on a weekly basis to all our developments.

By early October we were proud to report that we had delivered 11,466 boxes of gloves, 244,150 face masks and 6,600 litres of hand sanitiser. This mammoth effort should not be understated, and we believe that we speak for everybody in thanking the Property Management Team for their hard work.

New projects and services

It may feel as if the world has come to a grinding halt, but here at Bield, we've been working hard to get new projects and services underway. Here's a look at some of the initiatives we launched this year.

Happy to Translate

We have recently joined the Happy to Translate Scheme, which lets residents who do not have English as their first language know that we follow the seven Happy to Translate key commitments.

Happy to Translate's Seven Key Commitments:

- 1. Promote equal access to information and services for all people and communities by helping them to overcome language and communication barriers.
- 2. Implement and maintain a high standard of customer service to improve access to information and services.
- 3. Provide professional language and communication support to service users according to the Happy to Translate best practice guidance.

- 4. Establish and maintain staff training and support on the use of Happy to Translate.
- 5. Actively display and promote the Happy to Translate logo to the communities it serves and according to the Logo Design Guidelines.
- 6. Monitor and evaluate the use of Happy to Translate and actively share and implement ideas for improvement.
- 7. When possible, participate in a joined-up approach with other organisations to promote language and communication support.



Keystone Q&A

As new technology continues to be a part of Bield's growth plans, we caught up with our Asset Management Officer, Linda Lee, to find out how an innovative new app – specially designed for contractors – will benefit Bield in the future.

Q) What is the Keystone Mini app?

A) Keystone Mini is an app built for staff and contractors which can be accessed through their phones and tablets. It gives them instant access to live Asbestos Register information when they're out and about in our properties. Mini also allows staff to upload reports and information after carrying out inspections in housing developments. This app will provide our contractors with the very latest information available.

Q) Who is the app developer?

A) Civica

Q) How many contractors will have access to the app?

A) All of them! Every approved contractor from Reactive, Service and Planned Works will have access to the app. This ranges between 40-70 contractors, who each in turn have multiple staff using the system. So in total, we have around 300+ contractors up and running on the app.

Q) Why was the app introduced?

A) Introducing an app such as this was the logical next step for Bield. The use of technology allows us to enhance efficiency and ensure we meet our regulatory compliance requirements. The app will be a massive change for Bield and its contractors. We hope it will help streamline the contractor process.

Q) When was the app rolled out?

A) We successfully completed internal training with staff and they tested the service remotely. It was officially implemented on 1st October 2020.

Q) Are you pleased you were able to achieve this under the circumstances?

A) We are delighted. The Keystone Mini app reflects Bield's focus on making innovative changes to our housing and care services. It underlines our commitment to improving the lives of Scotland's older people and I'm proud to be a part of it.



Linda Lee, Asset Management Officer



New partnerships

Across all our developments, we collaborate with a wide range of organisations to help our residents make the most of every day. This year, we entered into new contracts with two property maintenance companies – Turner Property Services and Rodgers & Johnson Ltd. Within those contracts, both have agreed to fulfil a ‘Community Benefit Clause’.

Essentially, this means that they are required to deliver works and services that provide economic, social or environmental benefits to the local community. Even though COVID-19 has slowed progress slightly, both are eager to continue their vital work.

Rodgers & Johnson

One of the best things about a Community Benefit Clause is that it doesn’t just provide for our older communities, but our younger ones too. Marcus Mackenzie, aged 17 from Holytown in North Lanarkshire, joined R&J as an apprentice after finding out about the role in high school.

Marcus, who enjoys chatting with Bield residents, said: “The apprenticeship has been a great opportunity for me to get my foot in the door of an industry I am passionate about.

Bield are especially good to work with. The residents are always very welcoming. One of the joys of this job is meeting and speaking with new people every day and hearing their stories. Each job is different in that sense and it is one of the many reason why I like working on Bield developments.”

R&J have worked closely with Bield since 2009, providing repairs, medical adaptations and a 24hr emergency response service. We’re hugely grateful for the work they do and delighted that Marcus has had the opportunity to start working in an industry that interests him.

Turner Property Services

Turner play a crucial role in maintaining our developments and are currently contracted to two areas in which Bield operates. Keen to uphold the Community Benefit Clause, they collaborated with us to identify how we can best improve our local communities. Enhancing outdoor spaces with friendship benches and new planters is something Turner is enthusiastic about.

David Black, Head of Operations & Commercial at Turner, said: “Through the Community Benefit Clause we have been able to map out a plan to help give back to the local community. The work we do with Bield is extremely important to us and the relationship between us is great.

There is a collective understanding and a goal to deliver something which is not only refreshing, but valuable to their everyday care and living.”

Working alongside them has been a joy and we hope that all of their great ideas will come to fruition soon.

Making new homes

Moncrieff View, Lenzie

In Lenzie, a private development is underway to convert a former primary school into 20 luxury apartments. We are delighted to be partnering with the developer, Vaga Developments, to meet the local authority’s stipulation to provide an element of affordable housing.

Bield will hold a 25% share in perpetuity on five of these apartments. Rent will be charged at 80% of the market appraisal figure to meet affordability criteria, while providing high quality, comfortable homes for Scotland’s older people.



The latest at Bield

Get to grips with some of the latest changes and updates that impact you.

Fire Risk Assessment

Earlier this year, the Scottish Government issued new information on 'Practical Fire Safety Guidance for Existing Specialised Housing' – which applies directly to Bield. This year we started a programme to carry out new Fire Risk Assessments across all developments adhering to this new safety guidance.

Our specialist Fire Safety Expert, Gordon Clark, took on the job and compiled a report detailing any actions for recommended or necessary alterations. All of this information has been uploaded to our asset management system Keystone, which ensures it is recorded for future reference.

Fire safety is of the utmost importance to Bield and we have already carried out many safety improvement works over the past fifteen years since the original surveys were undertaken. This new survey programme will improve the work already carried out to guarantee our developments are as safe as possible for our residents.

Lending an ear

At Bield, we believe it's vital that all our residents have their voices heard. Especially now, handling complaints has become so important. We're the first to admit that sometimes, things don't always go to plan. But we're doing everything we can to make it easy for you to tell us when things go wrong, so that we can put it right.

Your problems and opinions deserve to be heard. Customer complaints are a valuable source of information – it's one of the main ways we can learn and improve. We want our residents to have confidence that we listen, learn and take prompt action to fix matters.

Changes to TV Licensing for over-75s

Effective since 1st August 2020, if you are 75 or older, you are no longer automatically entitled to a free TV licence. However, many Bield tenants live in developments that still qualify for a concessionary licence, so we organise these on behalf of our qualifying residents.

Talk to your Development Manager or Housing Officer to find out if you're eligible. Or visit www.tvlicensing.co.uk/faqs to find out more.

BIG changes to customer services

The Bield Improvement Group (BIG for short) is a group of tenants who volunteer to scrutinise the services received by Bield residents. BIG have done a great deal of work reviewing how Bield handle complaints. This includes a questionnaire that was sent to three groups: everyone who had made a complaint over the past 12 months, a focus group with Bield staff, and a review of the information Bield shares with residents when they make a complaint.

In addition to the work BIG has done, staff have been invited to complete a survey about their confidence in dealing with complaints. Using all of this research, we are able to update and improve our policy, procedures and training.

If you are interested in finding out more about the work BIG does, or would be interested in joining, please get in touch.

Call 0131 273 4000
Or email hello@bield.co.uk

Rent Charges 2021/22

Share your views

The annual consultation on our rent proposals is now underway. Just like other housing associations, we look to keep rent as affordable as possible, whilst making sure we are still able to deliver the services our residents need and expect. We are currently working on proposals for what rent charges should be for the coming year – 2021/22.

As ever, once we have the proposals ready we'll share them with you as part of a survey. However, this year is slightly different. For the first time ever we'll be putting the survey online, meaning you can review it quickly and easily. If you're unsure how to get online, there is always tech help on hand. Your Housing Officer or Development Manager will be more than happy to walk you through it. If you prefer not to complete the survey online, please complete the questionnaire at the back of this bulletin.

But that's not all! To say thank you for sharing your views, we are also offering you the chance to win one of five £20 gift vouchers – just for completing the survey. We'll be sure to let you know when our proposals are ready.



Another good year

Our Chair at the AGM

Bield held its 49th Annual General Meeting on 17th September this year. It was also our first virtual AGM and a new challenge as we continue to adapt and update our services using the latest technology. Dr Lesley Holdsworth, our Chair, made a speech to the meeting and reflected on the year gone by.

Lesley took the time to commend the efforts of everybody at Bield who helped tackle the challenges of the year. She said:

"I am so proud of the way that Bield has responded so expertly to this pandemic, making sure we do everything possible to protect our residents, volunteers and workforce."

She went on to say:

"So many stories of their selfless acts all to keep their residents safe have been just tremendous and quite emotional at times. We have without doubt a wonderful workforce."

Lesley also touched on some of the physical achievements of the year. In particular the speed at which our BR24 team got up and running under new government restrictions. She pointed out:

"Our BR24 service team members were deployed to work from home within a very short period of time but they provided a seamless, continuous and efficient service throughout with no drop in service levels. I am amazed at how well they have managed and capacity has actually increased through this change."

Her speech mentioned the ways in which COVID-19 has bred kindness and warmth at Bield, and how that spurred us on to make a new addition to our core values:

"Communities coming together to support our developments, donations of treats, PPE and entertainment tell us that our Bield developments are well loved by their communities. We have been so taken with these random and planned acts and their impact on lives, that going forward, we will be including 'kindness' in our core values, the ethos which drives us."

With lots to smile about already this year, Lesley looked to next year – Bield's 50th Anniversary – and raised an important point about Bield's attitude moving forward into the future.

“ We cannot forget however that Bield will be 50 years old next year and we will most definitely be celebrating this momentous milestone in real style and in many different ways. The strategic direction that we have set ourselves is bold and ambitious and we fully realise that there is still much to do. But even when there are dark clouds above us, there are still many opportunities and we will continue to seek out new partnerships and new ways of working. **”**



Our latest Performance Report

Each year Bield carries out a Performance Report to help us better understand all the areas we're excelling in, and all the areas where we can improve. From tenant satisfaction, to helping you feel safe and protected in your community, this report illustrates in numbers exactly how Bield are delivering. Here's a quick snapshot of the kind of highlights and learnings you'll find:

£9.4m spent on home improvements and maintenance

90% of our tenants believe that feeling safe and secure is highly important

96% of Bield's properties meet energy efficiency standards – compared to the Scottish average of 84%



If you'd like to take a look in greater detail, you can find our full Performance Report for 2018/19 on our website.

Stories to raise a smile

It's been a busy year all round for Bield. We've read the success stories and heard about the incredible acts of kindness, but we'd like to take a moment to highlight some of our residents' amazing personal achievements. Here are a few heart-warming stories to fill you with festive cheer.



Fright Night fundraising

At Bield, we do our best to make the most of every occasion, and Halloween is no different! This year, Betty and Jean from Jamaica Court in Greenock took it upon themselves to throw a spooky soiree for their fellow residents. Using social funds, they bought everybody treats and decorated the development to celebrate.

We asked Betty what she enjoyed most about the event. She said: "I loved the dressing up! The managers were so helpful too, I'll never forget them."

Bield would like to thank Betty and Jean for their incredible effort and kindness. Events like this go a long way to keep spirits up during the pandemic. We hope to see them party planning again in the future!

From birthdays to brushstrokes

Birthday wishes to...



Annie Stewart celebrated her 80th birthday with us.



Mary Riddell, who turned 90 this year at Menzies Court.



To both Emma Williamson and Margaret Feehcan, who happily celebrated turning 100 with us this year. What an incredible achievement!



Lovely work...

Mr Ian Malcolm, a Carlow Court tenant aged 82, won a Shell Oil Portrait Competition this year. He received a prize of £200 for his beautiful portrait of a 1920s fisherman. Shell Oil even went ahead and bought the portrait for themselves! Hats off to you, Mr. Malcolm.

Cyprus to Scotland

We understand how important it is to feel close to your friends and loved ones. So this year, we helped two pals, Stella and Anne, relocate from their homes in England to the Scottish Borders.

The pair's friendship began when Anne was holidaying in Cyprus in 2006, where Stella was living at the time. After a while had passed, when they were both living back in the UK, Anne suggested relocating to Bield's Fairburn Court, Greenlaw, in the Scottish Borders.

Stella said: "We've stayed friends ever since we met in Northern Cyprus. We were both back in England when Anne told me she was considering moving to the Scottish Borders, and suggested I come too. Anne put me in touch with Bield, who sent me some forms to complete. I filled them in and sent them off that very afternoon. Within a week I heard my application had been accepted!"

Anne moved to the development in July and Stella followed shortly in August. We're glad to report they have both settled in nicely. Both Anne and Stella enjoy taking a leisurely stroll through the development, chatting to other tenants as they go between each other's homes. Stella said: "The best part about being here is it feels like home even after such a short period of time. It's got such a warm feel to it. We've both said we feel as though we've lived here forever."

Due to COVID-19 restrictions, we had to take a more innovative approach to house moving – using virtual viewings over WhatsApp. Through this technology, we were able to show Anne and Stella around the properties, communal spaces and gardens, to give them a great sense of life at Bield. Stella believes: "If anyone is thinking about moving into a Bield development but isn't sure if this is a good time, I'd say go for it!"

Reflecting on the move overall, Stella had high praise for us. She said: "I'd recommend Bield to anybody. It's so nice being here and having people around you. My new kitten pulled the emergency cord in my house by accident and staff were there right away. Although it was only my cat, it's nice to know that if anything were to happen to me, I'd be in good hands!"

We at Bield are delighted that Anne, Stella and her cat have settled in nicely in their new homes. Their friendship started in Cyprus, but we hope that they enjoy many more happy memories together with us here in Scotland.



Winter Wordsearch

Get into the festive spirit with our Christmas wordsearch. Can you spot all of the words?

I U M W T K E K I V C E S Q C
 C Q A Q U R S C H G H J L S S
 I H Q N R W R A S J A T G D W
 C U V U K Y D R N E R Z B Z H
 L P C B E Y G O O H I J K L B
 E Y H X Y Z I L W O T I E Y R
 F F R C S I F S F L Y C V H C
 R Z I C T O T M Y L P U E Y V
 O F S H O S N J U Y J Z R P A
 S Y T I C I C U L I W P G D R
 T G M M K K Q X E J I J R O W
 Y P A N I M I T T E N S E N W
 K S S E N X X N I A N K E Q M
 V M Q Y G R H M D A C Z N P P
 M F Y D E W T K E E L V E S U

- Frosty
- Gift
- Charity
- Holly
- Evergreen
- Icicle
- Snow
- Stocking
- Turkey
- Yuletide
- Carols
- Chimney
- Elves
- Christmas
- Mittens



Christmas quiz

Test your Noël knowledge with this Christmas quiz.

- | | |
|--|--|
| <p>1 How many ghosts are there in A Christmas Carol?
_____</p> <p>2 Who played George Bailey in 'It's a Wonderful Life'?
_____</p> <p>3 Traditionally, what do you stud onions with in a bread sauce?
_____</p> <p>4 What Bing Crosby song is the best-selling single ever?
_____</p> <p>5 Who tries to stop Christmas from coming, by stealing all things of Christmas from 'the Whos'?
_____</p> | <p>6 How many drummers drummed?
_____</p> <p>7 In the Christmas carol, 'Once in Royal David's City', which city is the song referring to?
_____</p> <p>8 Since 1952, which song has topped the charts at Christmas on 3 separate occasions?
_____</p> <p>9 On the 3rd day of Christmas my true love sent to me?
_____</p> <p>10 What stick would you put into a mulled wine?
_____</p> |
|--|--|

Spot the difference

Can you spot all five differences between these two wintry images?



Mince pie recipe

Have a go at rustling up a quintessential Christmas treat with this mince pie recipe.

Ingredients:

- 1 large jar mincemeat (about 600g)
- 2 satsumas, segmented
- 1 apple, finely chopped
- Zest of 1 lemon
- A little icing sugar, for dusting

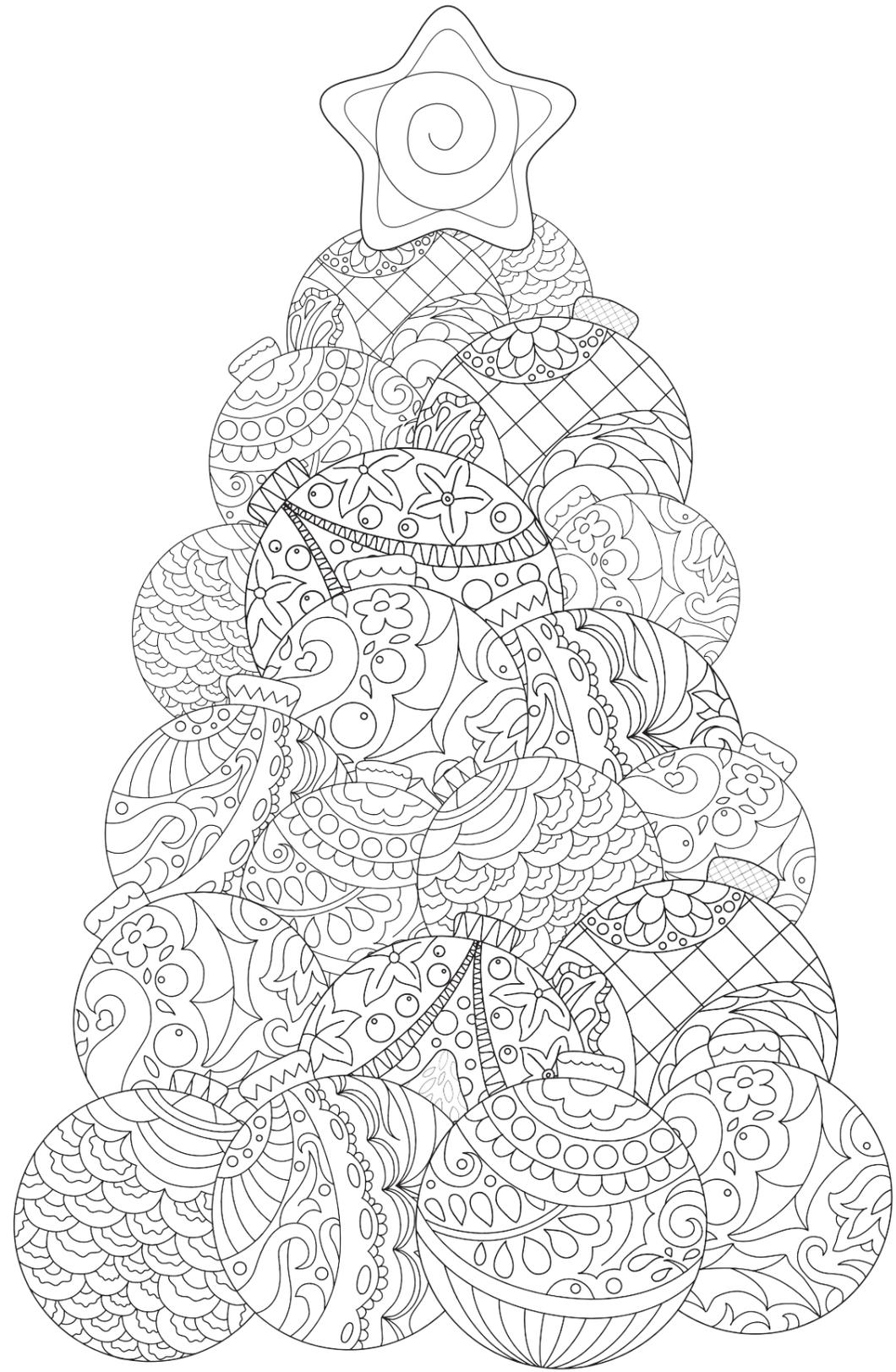
For the pastry:

- 375g plain flour
- 260g unsalted butter, softened
- 125g caster sugar, plus extra for sprinkling
- 1 large egg, plus 1 beaten egg for glazing

Method:

- 1 Place 375g plain flour and 260g softened unsalted butter in a bowl and rub together to a crumb consistency.
- 2 Add 125g caster sugar and 1 large beaten egg, and mix together.
- 3 Tip out onto a lightly floured surface and fold until the pastry comes together, be careful not to over mix.
- 4 Wrap the pastry in cling film and chill for 10 mins.
- 5 Scoop the large jar of mincemeat into a bowl and add 2 segmented satsumas, 1 finely chopped apple and zest of 1 lemon.
- 6 Heat oven to 220C/200C fan/gas 7.
- 7 Roll out the pastry to 3mm thick.
- 8 Using a round cutter (about 10cm), cut out 16 bases and place them into muffin trays. Put 1½ tbsp mincemeat mixture into each. Brush the edge of each pie with a little beaten egg.
- 9 Re-roll out the pastry to cut 7cm lids and press them on top to seal. Glaze with the beaten egg, sprinkle with the extra caster sugar, then make a small cut in the tops.
- 10 Bake the mince pies for 15-20 mins until golden brown. Leave to cool before releasing them from the muffin trays and dusting with a little more icing sugar before serving.





Christmas Mindfulness Colouring

Give your brain a little rest. Mindfulness colouring is a fantastic way to help you relax, de-stress and kick back.

Cheat sheet

Wonderful Wordsearch

I	U	M	W	T	K	E	K	I	V	C	E	S	Q	C
C	Q	A	Q	U	R	S	C	H	G	H	J	L	S	S
I	H	Q	N	R	W	R	A	S	J	A	T	G	D	W
C	U	V	U	K	Y	D	R	N	E	R	Z	B	Z	H
L	P	C	B	E	Y	G	O	O	H	I	J	K	L	B
E	Y	H	X	Y	Z	I	L	W	O	T	I	E	Y	R
F	F	R	C	S	I	F	S	F	L	Y	C	V	H	C
R	Z	I	C	T	O	T	M	Y	L	P	U	E	Y	V
O	F	S	H	O	S	N	J	U	Y	J	Z	R	P	A
S	Y	T	I	C	I	C	U	L	I	W	P	G	D	R
T	G	M	M	K	K	Q	X	E	J	I	J	R	O	W
Y	P	A	N	I	M	I	T	T	E	N	S	E	N	W
K	S	S	E	N	X	X	N	I	A	N	K	E	Q	M
V	M	Q	Y	G	R	H	M	D	A	C	Z	N	P	P
M	F	Y	D	E	W	T	K	E	E	L	V	E	S	U

Christmas Quiz

- 1) Four
- 2) Jimmy Stewart
- 3) Cloves
- 4) White Christmas
- 5) The Grinch
- 6) 12
- 7) Bethlehem
- 8) 'Do They Know It's Christmas?'
- 9) 3 French hens
- 10) Cinnamon

Spot the difference



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We want to hear from you!

If there's something you'd like to see in the next issue of Bield Living, please don't hesitate to get in touch and let us know what you're thinking. We love hearing your feedback, it helps us improve with every edition we release.

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