

BULLETIN

SUMMER 2018



Brian Logan photographed above with new tenants of Fleming Place, Edinburgh



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Susan Napier - Chair of Bield

In the last Bulletin we were looking forward to the lighter nights of spring and hoping for some warmer weather. Now more than half way through the year, the unprecedented winter weather is in the past and the early summer months are bringing lengthy days of clear blue skies and warm sunshine.

I always look forward to the Summer edition of the Bulletin. The neighbourhood news is full of events and celebrations. We also recognise the considerable contribution made by our volunteers.

During Volunteer week in June our developments held a number of events to celebrate and say thank you to the volunteers for their much appreciated contribution, enriching the lives of so many older people. It's the little things the volunteers do that bring so much happiness to our tenants and service users.

As Board members we are volunteers too, using our past experiences and knowledge of the sector to help Bield plan for the future.

Ingirid Deuling, a fellow Board member first became involved with Bield 35 years ago when she joined the housing management committee in 1983. In 2012 Ingirid began volunteering at Allan Park House in Stirling, initially leading an exercise group and more recently as a befriender. A shining example to us all of the different ways our volunteers contribute to Bield.

It's been a busy year so far for Board Members. In May we took a tour of developments in West Lothian and Falkirk, seeing first-hand what our housing means to the people who live in them and meeting the staff who provide the services at the developments.

These visits help bring to life what Bield is all about seeing the reality of the day to day work that goes on and our work on the Business Strategy, what it means in reality.

We have recently finalised the Business Strategy that will take us beyond our Golden Anniversary in 2021 and see us through into 2023.

Bield today is a very different organisation to the one it was even a decade ago but so are our customers. The external environment in which we operate has a significant impact on how we deliver services both now and in the future. We've welcomed new customers when new tenants moved into our development in Fleming Place and sadly said goodbye to some when we closed a number of care services and care homes.

Whilst we said goodbye to residents and staff at four care homes, Finavon Court, Glenrothes, Haugh Street and Craighall Road, Edinburgh and Milfield Gardens, Jedburgh, for them the service will continue now they have transferred to new owners.

There have been many sad occasions this year but equally there have been many occasions to celebrate. Members of the Bield Improvement Group (BIG) were delighted to be announced winners of the 'Most Inspiring Scrutiny Group' following their outstanding performance as a reliable tenant body at the Tenants Information Services Annual Awards in June.

The group, first established in 2016, was commended for its implementation of a six-month project that focussed on Bield's ending a tenancy policy.

You can read more about their success in this edition of the Bulletin and read more about the ways tenants get involved with Bield in the Tenant Engagement Report included in this edition.



Ingirid Deuling



Catherine Reid, known as Kit, of The Butts in Haddington, a former nurse who worked on the first day of the NHS has helped celebrate its 70th anniversary alongside the future King of the United Kingdom.

She honoured the milestone at a packed reception held at the National Museum of Scotland on Thursday 5th July and mingled with a handful of well-known faces on the night, including Nicola Sturgeon and The Duke of Cambridge, Prince William.



John and Jan Stockan of St Andrew's View, Bearsden were elated after their 'once in a lifetime' meeting with The Queen at this year's Garden Party in Edinburgh.



The couple were invited on account of John's many years of charitable work and his position within the Orkney community, which includes, amongst others, his roles as a Trustee of the St Magnus Way Pilgrimage Route, Member of the Council of the Friends of St Magnus Cathedral and Board Member of The Pier Arts Centre.



Tenants at The Croft, Alexandria are pictured celebrating the Royal Wedding.

On the big day, many of our developments held special events.

For more Neighbourhood News see page 32

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UPDATE ON THE NEW STRATEGIC DIRECTION

Following the announcement in October last year and since the update in the last Bulletin there has been considerable work towards the new strategic direction.



Brian Logan

No Changes

We appreciate the negative publicity in the media is very unsettling for many of our tenants and other customers. Sadly many of the articles are factually incorrect. We try to ensure the media have the correct information however we have no control over what the media choose to print.

We are not a private company with shareholders, we are a registered charity and regulated social landlord. This is something that is often misquoted and not mentioned by the media.

The reason we are making changes is to ensure we are a stronger and financially sound organisation long into the future. This means we need to look closely at our performance as an organisation and in particular areas where we are losing money.

For a number of care services we have spent many years exploring every avenue possible to make the services financially viable. Regrettably this has not been possible for a number of services and ultimately means we have to close them.

Whilst there are closures of some services, these reflect a small part of the housing and other services we provide. We have many thousands of customers who rely on the services we provide.

There are no changes to existing retirement housing, the services provided to Owners and customers of Bield Response24.

A summary of progress is detailed in these pages.

Care Homes

Four care homes have transferred to new providers. Finavon Court, Glenrothes transferred to Kingdom Homes in June. Haugh Street and Craighall Road both in Edinburgh and Milfield Gardens, Jedburgh transferred to Mansfield Care in early July.

Whilst we were able to find new owners for the four care homes eight care homes have now closed and all services users have been transitioned to new care homes.

We would like to express our appreciation to service users, their relatives and the staff who worked together during this very difficult time.

Other Care Services

Whilst there has been good progress with some local authorities, sadly we have not been able to achieve a positive outcome for a number of much valued care services. We have therefore taken the decision to withdraw from the following care services:

- Fortview Day Care – a weekend day care service
- Langvout Day Care – a 5 day a week care service
- Fife Flexicare – services based in Dunfermline, Glenrothes and Leven

(North Lanarkshire Flexicare was closed at the end of March)

The closure of these services has been an extremely difficult decision to make and was taken after we had explored every option to continue with the services. They have been operating at a loss for considerable time and we were unable to continue the services with the funding available.

The commitment and dedication of the staff teams has made them highly valued services and it is extremely difficult and a sad occasion for all when we have to close such services.

Day Care Services

The day care services at Thornhill Court, Falkirk, Oakburn Park, Milngavie and Whitehill Court, Kirkintilloch have been retained in full with no changes for services users at these locations.

Very Sheltered Housing

We are nearing completion of the changes to services in our very sheltered housing developments. The tenants at all developments where there is a planned service change have been notified and meetings arranged. We envisage the new service models will be in place by 1st October.

Bield at Home

As part of our plans to develop services for people who live in our housing and owners we are re-evaluating how we deliver this service. In the interim we have withdrawn services based at Grantsbank, Dunfermline and Langvout Court, Biggar.

We will introduce a new re-focused service from 1st July. We have recruited a national co-ordinator who will establish the new service at Westport in Linlithgow. This service will be rolled out to other developments during the next year.

WHAT'S NEXT – NEW STRATEGY

The new Business Strategy has been approved by the Board of Management. It outlines our plans for the years ahead as we approach our 50th anniversary in 2021 and beyond through to 2023.

The strategy outlines how we will focus on delivering housing and associated support services whilst seeking opportunities that will enable us to deliver new ways of providing care.

A key focus of the new strategy in common with many other organisations is cost effectiveness. This theme runs throughout our strategy to enable us to deliver more efficient processes and procedures and value for money for our customers. It will ensure greater clarity and will focus on an improved level of choice for both current and future customers.

Whilst we know where we would like to be in the future, like others in the social care sector we are facing challenges and financial constraints which means we constantly have to look differently at how we operate. We need to be able to anticipate and react to changes in the external environment.

One thing that remains unchanged is our commitment to Scotland's older people and enabling them to have the freedom to make their own choices and live as independently as possible.

If you would like to find out more about the new strategy please contact a member of the Communication and Marketing Team at the Edinburgh Office.

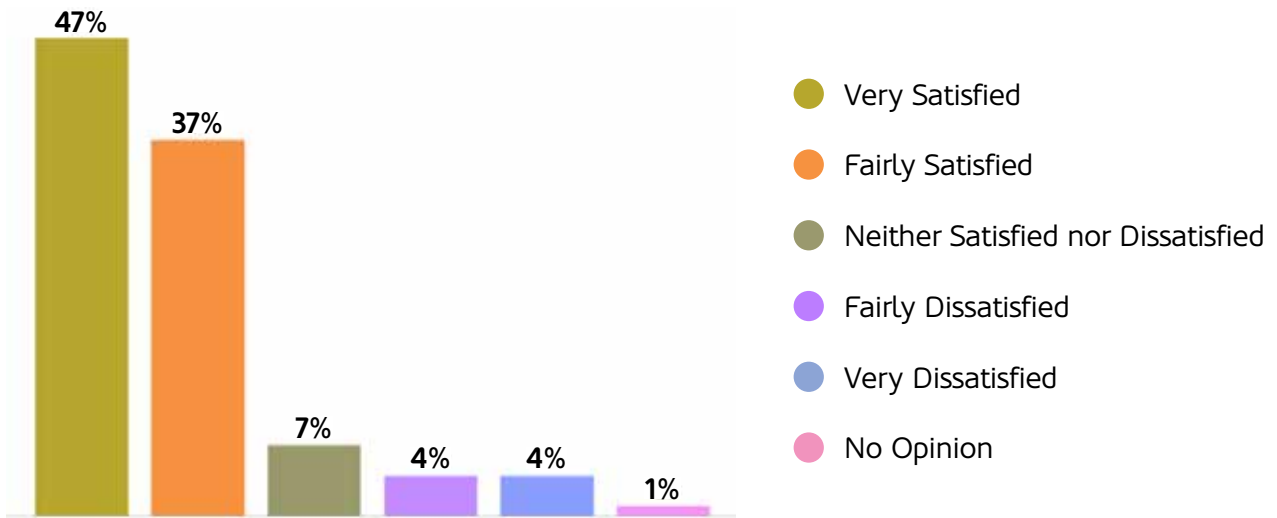


SURVEY FEEDBACK

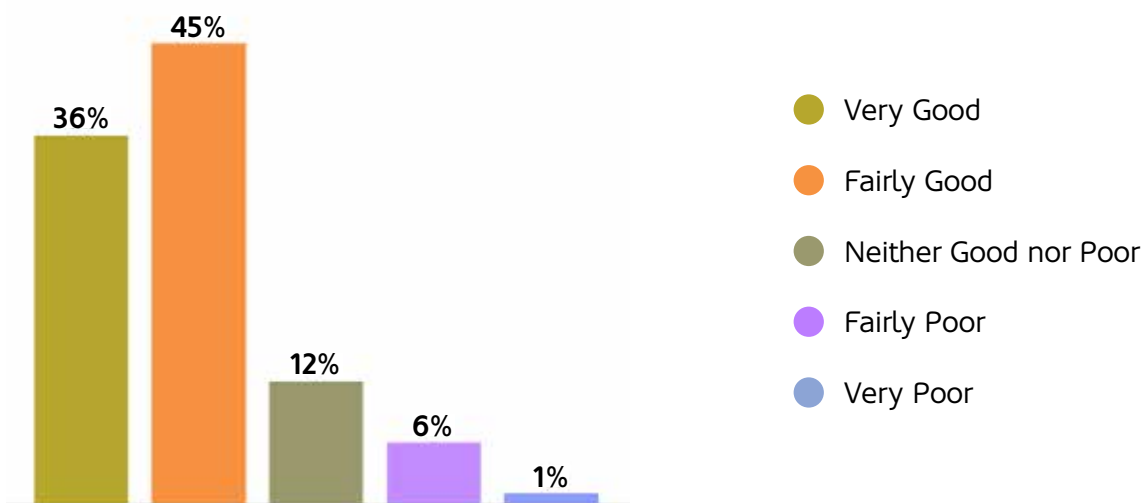
Thank you to everyone who responded to the satisfaction survey we circulated in February. **4296** surveys were issued to tenants by post. A separate survey was issued to Owners and Shared Ownership properties. (see page 23)

1173 surveys were returned, giving a **27.3%** response rate. Here are a few headline figures.

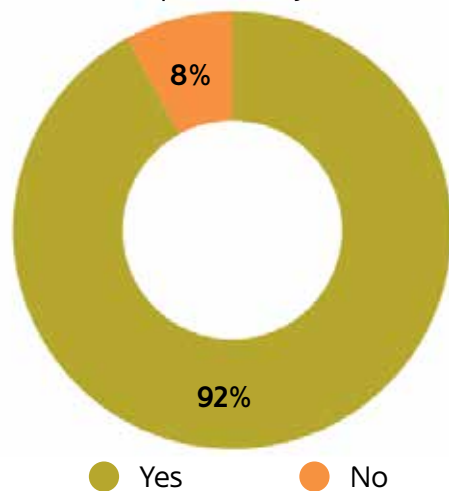
84.8% (961) tenants stated that taking everything into account, they were **very** or **fairly satisfied** with the overall service provided by Bield.



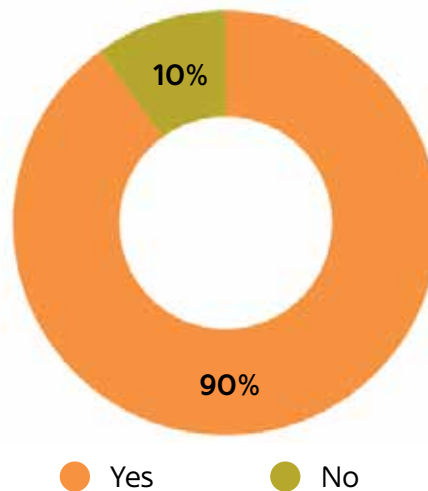
80.9% (891) tenants said that taking into account the accommodation and services Bield provide, their rent and service charge represented **very good** or **fairly good** value for money.



92% (981) of tenants said if they were asked by others they would recommend the development they live in.



90.5% (855) of tenants said that if they were asked by others they would recommend Bield as a landlord.



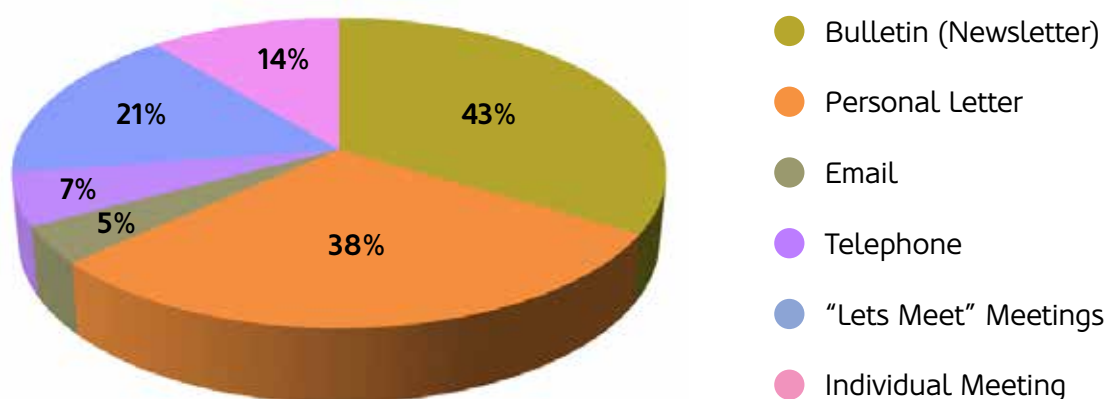
High levels of satisfaction were expressed with the level of information we provide about how we set rents and service charges – **84.5% (956)** tenants were very or fairly satisfied.

77.2% (798) of respondents were very or fairly satisfied with the information provided about the changes to key policies and procedures.

76.4% (801) were very or fairly satisfied with the level of information provided about changes to services that directly affect them.

78.3% (823) of respondents were very or fairly satisfied with information provided about how to make a complaint or provide feedback.

Nearly half – **43.2% (479)** of tenants preferred us to use the Bulletin newsletter to let them know about changes that affect them. Preference for a Personal letter was the second option at **37.5%**. **21.2%** stated “Lets Meet” sessions are a suitable manner to let them know about changes. Only **6.5% (72)** said the telephone and **4.8% (53)** said that email was an acceptable method.



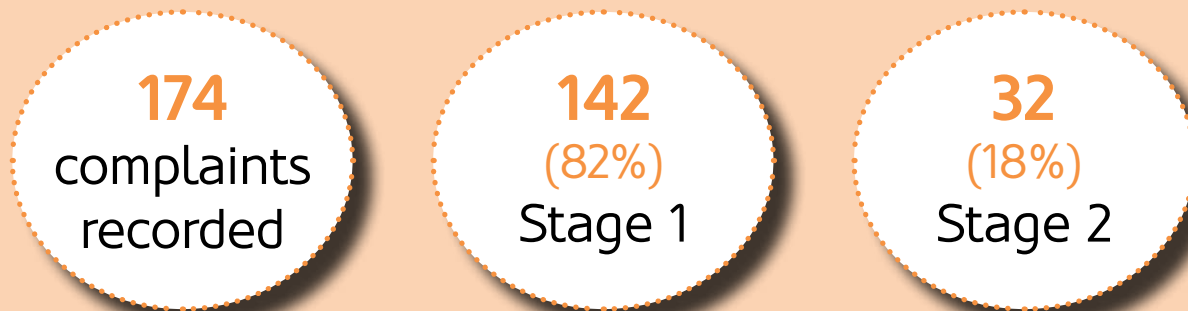
We use some of the information from the survey to feed into the ARC (Annual Return on the Charter) which is a statutory requirement. The Scottish Housing Regulator produces a report comparing the performance of all Registered Social Landlords.

We also use the information to make improvements to services and plan for the future.

If you would like a more detailed copy of the survey please contact business.support@bield.co.uk

OUR COMPLAINTS PERFORMANCE

1st April 2017 – 31 March 2018



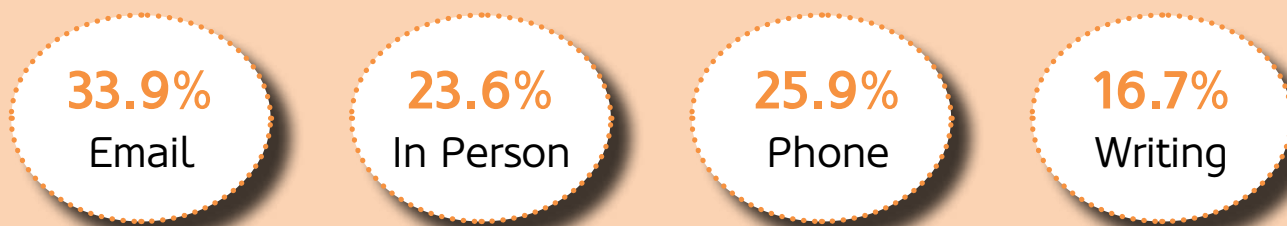
This is a **10.8%** decrease on the same period in the previous year when **195** complaints were recorded.

During 2017-18 we responded to **82%** of Stage 1 complaints within the timescales and **50%** of Stage 2 complaints within the timescales. We have work to do to improve these figures.

114 (66%) of complaints were upheld and **60 (34%)** of complaints were not upheld.

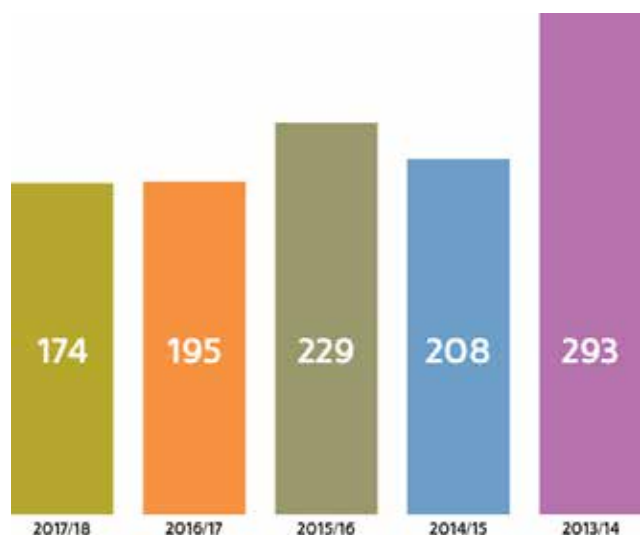
137 (79%) of our customers were satisfied with the response to their complaint, while **37 (21%)** were not satisfied.

Complaints are received by various methods, the figures below show that email was the most popular way of making a complaint in 2017-18

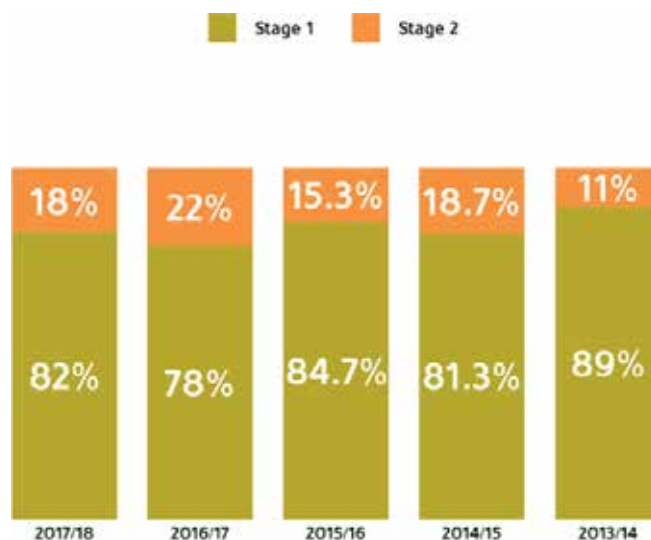


Cirrus was introduced in 2013, since then we have recorded **1163** complaints. The following charts show a comparison over the five year period:

Number of Complaints Recorded



Complaints split by Stage 1 and 2



WELFARE BENEFITS ADVICE SERVICE

Bield offers a Welfare Benefit Advice Service to all of our tenants and applicants to ensure that their incomes are maximised to their full potential. We would encourage you to use it to make sure you are receiving everything you are entitled to.

Q. How do I know if I am getting everything I am entitled to?

A. Ask! Many Bield staff can offer Benefits advice. Our Development Managers, Housing Officers and Tenancy Sustainment Officers can all offer advice and carry out basic benefit checks to ensure you are getting what you should.

Q. Who can help me complete a claim form?

A. All of the above people can assist with the completion of a claim for Housing Benefit and/or Council Tax Reduction.

Q. What if I have more complex benefit issues and would like some specialist advice?

A. Our dedicated Welfare Benefit Officer can give you a call or arrange to visit you to offer advice and help with completing forms or assist with appeals.

Q. Will my information be treated in confidence?

A. Absolutely. However, sometimes we need to share your information with other parties to progress your claim. If we need to do this we will seek your permission first.

Q. I would prefer not to share my personal information with Bield staff, where else can I go for assistance?

A. Bield staff can provide you with information regarding advice services local to you, but generally each Local Authority and Citizens Advice Scotland offers a Welfare Benefit Advice Service.

UNCLAIMED BENEFITS

There are regularly news stories about millions of pounds of benefits going unclaimed. Often this is because people are unaware of what they are entitled to, don't know how to make a claim, have received incorrect advice or just don't think they are entitled.

In recent months our advice service has seen or spoken to around 100 tenants and applicants. Our development staff teams, Housing Officers, Tenancy Sustainment Officers and Welfare Benefit Officer have assisted many tenants to increase their income and/or in some instances access essential household goods through the Scottish Welfare Fund. During April 2017 - March 2018 annual gains recorded by the Welfare Benefit Officer were in the region of £400,000, with over £82,000 claimed as back-payments.

Here are some examples of tenants we have assisted to increase their income.

Case One:

- A new tenant was assisted to make successful claim for Attendance Allowance (£83.10)
- They are now eligible for Severe Disability Premium added to Pension Credit (£62.45)
- Awarded Housing Benefit (£147.39)
- Awarded Council Tax Reduction (£12.91)

Total weekly increase in income = £305.85

Case Two:

- A couple in ill-health, where only one was claiming a disability benefit.
- High rate Attendance Allowance successfully claimed for wife (£83.10)
- Now qualify for Severe Disability Premium added to Pension Credit for both (£62.45 x 2)
- Carer's Premium claimed for both (£34.95 x 2)
- Increased entitlement to Housing Benefit and Council Tax Reduction (£16.61)

Total weekly increase in income = £294.51

If you think you may be entitled to more income or just want a benefit review, do not hesitate to get in touch. There are many people who can help you – please see the article above for more details.

PARTNERSHIP FORUM

The group's last meeting was in May in Dundee, where they discussed a range of topics, including communication around complaints, void repairs and Property's programme of works. The group have been meeting in different places throughout the year but have agreed, going forward, that all meetings will be held in Stirling.

We have recently gone through a recruitment process for new tenant members to join the Partnership Forum. Thank you to all of you who got in touch. We are pleased to advise that we have 2 new members – **Yvonne Smith** and **Ruth Williams** – who will be attending their first meeting next month. We still have vacancies in the East and would love to hear from tenants in the Edinburgh or Borders area if they are keen to be part of the Forum.



TENANT ENGAGEMENT VIDEO

We were delighted to launch our first tenant engagement video back in May. This short film helps to showcase the different opportunities tenants have to be part of shaping Bield services. Tenants are at the forefront of the video, sharing their own engagement experiences.

If you haven't seen the film already, you can do so at: www.youtube.com/watch?v=SHYlNnSSNCQ or ask at your development to borrow a DVD copy.

JOINT ENGAGEMENT SESSION

We held our second ever Annual Joint Engagement Session in Stirling on 12th June. This session brings together representatives from the Partnership Forum, Bield Improvement Group and Owner Services, along with staff on the Senior Management Team and several Board members.

The purpose of this session was to share the excellent work each group has carried out during 2017-18 and how each fit into the wider Bield structure. Attendees spent the afternoon discussing ways Bield can develop and improve communication when going through business changes. Outcomes from these discussions will be utilised for the future. Thank you to all those who attended.



BIELD IMPROVEMENT GROUP

The BIG have been working hard over the past few months on their latest scrutiny review – this time they have been looking at the life of reporting a repair. Tenant members spent a busy day with the repairs reporting team as they took calls and processed repair call-outs. They also surveyed staff on the current repairs reporting process and reviewed current policies and processes. Following all that, the group created a report with 11 recommendations on ways this area of work can be developed going forward. This has been sent to the Property Management Team and then the Senior Management Team and Performance &

Audit Committee. We will provide tenants with an update on the committee's response to the findings and recommendations.

BIG will reconvene shortly to begin their next area of review and we would love for you to be part of it. If you are interested in learning more about the group, please contact Chris McShane, Tenant Engagement Officer.

TENANTS INFORMATION SERVICES AWARDS



We are delighted to announce that the Bield Improvement Group, Bield's tenant scrutiny body, won the title of "Most Inspiring Scrutiny Group" at the Tenants Information Services Annual Awards on 9th June.

It is a remarkable and notable achievement for the group to be recognised so soon after having completed their first ever review. Members John Thompson and Bill Hunt were there on the evening to collect the award. Such recognition is testament to the hard work the group have carried out since its inception in 2016. The Bield Improvement Group is a tenant body set up to look at areas of Bield's performance and identify where things are working well and where may need improving. The group's first review focused on Bield's "Ending a tenancy policy". It took over 6 months to complete, during which time they carried out detailed research and survey exercises as part of the process. The group then put forward 6 recommendations to the Board of Management on ways this policy can be improved going forward, of which the Board approved 5. Subsequently, the group have undertaken their second review, this time on Reporting a Repair (see page 10).

Both John and Bill gave their thoughts on the success of the group's work so far; "It was a great feeling and I was very surprised at winning" said Bill Hunt with John Thompson

adding "We were very humbled by this award as it was a complete surprise being our first year and our first challenge for the BIG". On being a BIG member, John and Bill stated "You learn about Bield Policies and procedures and then it was great to go and get the information that was required by shopping around to complete the task. Being a member of BIG is very helpful in making contact".

Both John and Bill are keen to see others join their group going forward. Bill has proudly put the award on display at his development to highlight the success to other tenants and John added "The first year we managed to get 6 recommendations put through and 5 of these were passed with the one other to be reviewed again in the near future, this is great news for the tenants and Bield and anything that the BIG put forward is all with tenants in mind. It would be great if we could get more tenants to come and join us and be part of the future for the tenants and Bield so take the challenge!" Well done to all members of the group.

As mentioned, we are keen to recruit new tenants onto the group ahead of the next review. If you are interested then are plenty of ways to get in touch. You can speak to your Local Manager for further information or contact Chris McShane (details below). Current members would be more than happy to chat to you too – just let Chris know and he can arrange this.



John and Bill



If you have any questions about Tenant Engagement please contact Chris McShane, Tenant Engagement Officer on 0141 270 7208

TV LICENCING

As we enjoy a summer of sport with the World Cup and Wimbledon we know that many of you will be glued to your sets to watch all the action either in your common rooms or in your own homes.

We are often asked questions around how TV licences are applied at developments and below we have tried to answer some of these.

What is an Accommodation for Residential Care (ARC) Concessionary Licence?

This is a reduced fee licence for accommodation which should be a care /nursing home, care hospital, almshouse or independent school, whose main purpose is to provide accommodation for disabled people or retired people aged 60 and over, or provide **sheltered or supported** accommodation for disabled or retired people aged 60 or over.

What is the difference between an ARC licence and 'New Preserved Rights' concession?

New Preserved Rights is a personal concession for residents who have previously benefited from the full ARC concessionary licence. They have therefore been resident before the development ceased to meet the criteria for the full ARC licence and retain rights to the £7.50 concession. New tenants coming into the development would not be entitled to this concession and would be required to have their own full licence if they have a TV and watch live television.

What are the criteria to qualify for a full ARC licence?

For a full ARC concessionary Licence to be granted along with other criteria the accommodation must:

- Be provided for occupation by retired persons aged 60 years of age or disabled persons
- Form a group of at least 4 dwellings for which there is a person to assist the residents (such as a manager) and who either lives within the group or works on site for a minimum of 30 hours each week.
- All accommodation must fall within a common and exclusive boundary.

My development no longer qualifies for the ARC concessionary licence but the manager works more than 30 hours.

There are a number of other factors which can prevent a development from qualifying for the full ARC licence, such as:

- The age limit in the development being lowered to under 60's and the tenants not being disabled. (General Needs tenants)
- A manager who has had a service tenancy and reaches retirement age would have the option to retire into the flat.
- The development having more than one guest room.

If my development has a full ARC licence does this also cover us for watching television in the communal lounge or guest room?

The ARC licence does not cover communal areas, guest rooms or staff accommodation. If anyone in these rooms' watches or records live TV programmes on any channel or device, or downloads or watches BBC programmes on iPlayer, they need to be covered by separate TV licences e.g. if you had a TV in the lounge and a TV in the guest room you would need a licence for each room.

If we have a TV in the lounge but only use it to watch DVDs and videos do we still need a TV licence?

If a communal TV is only used for watching DVDs or videos you should notify the TV Licensing Authority. By law, any pre-recorded DVDs or videos you may purchase are for home use only. Before you can legally show them in a communal area you should purchase a separate licence from the Motion Picture Licensing Company (MPLC). The fee is based on the type and size of the venue and the size and frequency of showings.

If we are gifted a TV for the communal lounge or guest room will Bield pay for a TV licence.

Bield do not pay for TV licenses for communal lounges or guest rooms. Tenants can however raise funds through social groups or committees and purchase a licence through them. All tenants should be consulted prior to this and a copy of the licence should be presented to the manager annually. The tenants are responsible for renewing this timeously.

I know there are exemptions for people with disabilities but don't know what disabilities are taken into account?

The definition of a disabled person with regards to the TV licence is:

"A person is disabled if their sight, hearing or speech is substantially impaired, or they have a mental disorder, or they are physically and substantially disabled by illness, or by any impairment present from birth or otherwise".

I have a tenant who is over 60 but works, does this affect the concessionary licence?

The definition of a retired person with regards to the TV licence is:

"A resident who is aged 60 years or over and does not work in paid employment for more than 15 hours per week".

How do new tenants know if they are covered by an ARC licence?

Each development is unique with regards to the TV licence. Prospective tenants can get this information from the manager at the development. This is also covered when staff completes the New Tenant Checklist.

When I fill in the "Adding a new tenant to the Concessionary Licence" form, do I collect the £7.50 fee from the tenant?

No, the fee is covered by the service charge as part of the rent.

If you have any questions about TV licensing, please speak to your local manager or Housing Officer in the first instance.





NEW AND IMPROVED SYSTEM

Since November 2017, Bield Response 24 has been working with a new and improved automated system for our Out of Hours Repair service. Previously, the information was held manually, viewing and inputting the repairs was time consuming and prone to error.

Our new system allows BR24 staff to view the property details on our Jontek call handling system and has the capacity to insert specific information relating to individual addresses. The BR24 Admin team have worked tirelessly for the past 9 months to ensure that over 33, 000 addresses were created, including contractors & staffing details.

Since the introduction of the new system in November 2017, to date (01/05/18) we have managed 5639 calls for 13 external Housing Associations. With Bield, we cover 178 developments for over 5,200 tenants, outwith office hours for Emergency Repairs.

BR24 cover Public Holidays, Weekends and all times when the offices are closed. Our bad weather spell in the New Year certainly challenged our new system to the fullest! On average our "old" system would take over 4 minutes for staff to take the call and progress to a contractor being called out. Now, with our new system, our average call time from report to calling a contractor is now 1.3 minutes, which is a huge difference for our staff but also for tenants calling in with an emergency repair.

For our external Housing Associations, instead of receiving all of their reports the following morning, we now send the reports as and when the repair is reported, allowing the Housing Associations to have an immediate update on the repair. All of our reports are now sent securely via our Secure Messaging system via Mimecast.

Here is just some of the feedback on the new system from BR24 staff:

"Let me take the time to say the new layout for the Out of Hours service is going down a treat with myself. It has simplified matters and taken away a lot of the time wasted pouring through the books"

"Just thought I would let you know I am noticing an overall improvement in call times for Out of Hours Calls, following the new system."

It is our intention over the next few months to obtain feedback from the Housing Associations on how they find the new system.



Tenant Engagement Report 2017-18



Welcome to the 2017-18 annual Tenant Engagement Report, in this the 5th year since I was appointed as Bield's first Tenant Engagement Officer.

We have achieved quite a lot in that time as we strive to strengthen the tenants' voice within the organisation.

Looking back at the targets we set ourselves for 2017-18, I am pleased to report we succeeded with much of what we set out to do and this is highlighted in the following pages.

As ever, there is still much work to be done and the next 5 years will hopefully see us continue to make great strides forward in tenant engagement, exploring new and innovative ways that tenants can have their say.

Thank you to all those who played their part in championing tenant engagement during 2017-18, particularly to the tenants who have volunteered their time and skills to complete surveys, attend development meetings and be part of Bield's national engagement groups.

Here's to the next 5 years.

Chris McShane
Tenant Engagement Officer

Engagement at National Level



Partnership Forum

Bield Improvement Group

Bield's tenant scrutiny body has had another busy year following completion of their first review.

The group reconvened in August 2017 and agreed that their next area of work would be looking at how repairs are reported. In doing this, they have carried out job shadowing, as well as surveying both tenants and staff to get their views on the process and any ways it can be improved. Their findings will be shared once the report has been finalised and gone to the Board.

We are also proud to advise the Bield Improvement Group has been nominated as a finalist in the 2018 National Excellence Awards run by Tenants Information Service. This highlights the fantastic work they have done so far. (see page 11 of the Bulletin for update)

Partnership Forum

It's been another productive year for the Partnership Forum. The group have deliberated on a range of issues with staff throughout the year, including the 2018-19 Bield budget, the Volunteer Strategy, the conclusion of the social group guide work and Bield's business transformation plans.

Bill Smalley from Oban, Chair of the group, has continued with his role on the Board of Management, ensuring a tenants' voice at the top of the organisation. He is joined this year by Joan Fowler, fellow Partnership Forum member, who will attend the Board initially as a co-optee.

We were also delighted to welcome several new members onto the group during the year, ensuring that the group will continue playing an important role in Bield's future.

Joint Session

The relationship between tenants, staff and the Board is vital in progressing tenant engagement and so we were proud to have our first ever Joint Engagement Session in June 2017.

This session brought together tenant members of the Partnership Forum and Bield Improvement Group, as well as staff from the Senior Management Team, and representatives from our Board of Management.

It gave everyone an opportunity to learn more about the role of each group and discuss some of the key topics affecting Bield tenants. The Owners Services Forum will also be represented at this year's event which will now be held annually.

Tenant Engagement Video

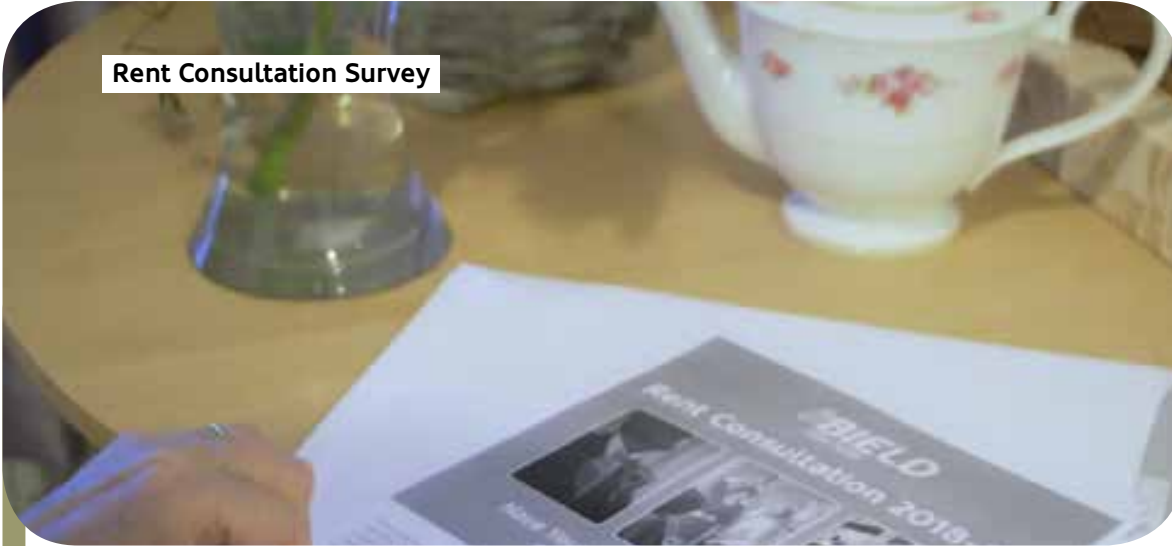
We had been planning to develop a tenant engagement video for some time and were delighted to have this filmed and ready to share by March 2017. The video is an excellent way to promote the range of engagement opportunities available across the organisation.

Several tenants took part in the process, explaining their roles and all developments will have a DVD copy that anyone can have a look at, or alternatively you can find it online:

<https://youtu.be/SHYLNnSSNCQ>

Engagement at **Local Level**

Rent Consultation Survey



Let's Meet

Let's Meet sessions continue to be held at least twice each year across Bield developments. These are proving to be a great platform for tenants to discuss development issues with their Housing Officer and Property Officer.

There have been a significant number of other development meetings during 2017-18, primarily due to the service changes taking place across the organisation. In addition, where there is redevelopment or major works planned, consultation with tenants has taken place to ensure their views and opinions are taken into account.

Interested Parties List

We have just under 100 tenants on our Interested Parties List. These tenants are contacted from time to time to get their thoughts on some of the big topics in Bield today. During 2017-18, this group were surveyed on the role of volunteers at developments and also formed part of the consultation process for Bield Improvement Group's second review. The Interested Parties List continues to be a very useful tool in gathering the wider opinions of tenants.

Surveys

Surveys are an excellent, straightforward way for tenants to engage with Bield and here are just some of the different topics that tenants were surveyed on during 2017-18:

274 new tenants completed a survey on how well their move into a Bield development went. Within these surveys there was a wide range of positive feedback from tenants and this, along with suggestions on ways we can improve, are all taken into consideration by Bield staff.

Here are a couple of comments:

"Very impressed by the service received and with my home visit once I was settled. Thank you."

"We received excellent service and everything was explained to us by the Manager and Housing Officer."

In mid-December 2017, we sent out a survey on the proposed rent and service charges for the year ahead to tenants and received 750 replies, an increase from just over 700 the year before. Like the new tenant surveys, tenants had the opportunity to provide their own thoughts and comments on the planned charges and we picked out some of the key topics from these and asked senior staff to provide a response. This feedback was then published in the April 2018 Bulletin.

Throughout the year, different surveys on repairs are sent to tenants following completion of work within the development. In 2017-18 404 of these routine repair surveys were issued and we received 207 replies. The feedback from these goes to the Property team to help improve the services contractors provide.

Looking Ahead

2018-19 promises to be another busy year for tenant engagement. We have begun work on developing a framework for regional get-togethers, which will give tenants from different developments in the same area a chance to meet and share their experiences as a Bield tenant and discuss issues that are important to them.

We will continue to work at promoting tenant engagement opportunities for Amenity and General Needs tenants as this is a gap that needs to be addressed.

For tenants who are keen to be involved but may struggle to make it to meetings, we will look to develop our digital services, such as Skype, to assist those in taking part.

Getting Involved

This report shows we have an excellent number of dedicated tenant volunteers keen to help shape how Bield delivers its services. However we need more tenants to engage with us and this can be done in a way that suits you.

Engaging through groups such as the Partnership Forum or Bield Improvement Group is an interesting, enjoyable and rewarding way to meet other tenants and be part of something worthwhile.

We would love to hear from you. If you are interested please speak to any member of staff or contact me, Chris McShane.



0141 270 7208



c.mcshane@bield.co.uk

If you have any queries or questions relating to this Tenant Engagement Report, please contact Chris McShane, Tenant Engagement Officer.

April 2018

FLEMING PLACE WELCOMES FIRST TENANTS

Fleming Place, the newest addition to Bield's portfolio of housing, features 40 apartments for social rent that comprise a mixture of one and two-bedroom flats for people aged 50 and over.

Fleming Place is one of the final phases of the redevelopment of the former NHS General Hospital positioned in the north-east of Edinburgh, overlooking Craightinny golf course. A number of the flats also benefit from stunning views across the Firth of Forth, Calton Hill and the world-famous Edinburgh cityscape.

Although Bield has developed a number of new build developments across key locations in Scotland in the last few years, Fleming Place is the first development in Edinburgh in almost 15 years, which has been achieved through a successful partnership with Edinburgh based J Smart & Company.

Caryn Innes, Bield's Head of Development said: "We are delighted that Fleming Place is now ready to see new customers move in after almost two years under construction.

"This development is a fantastic example of what can be achieved by the private and public sectors working in partnership and will provide superb living spaces for 106 people.

"Fleming Place's specification and location reflects the older person housing model that is now in demand; it is fit for now and the future.

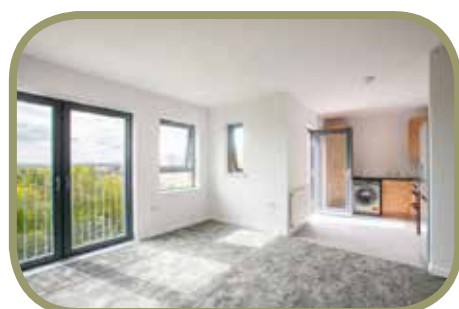
"It enables people to continue to live in their local area and to downsize from their family home to a flexible, energy efficient and accessible lifetime home.

"These properties enable people to live independently and provide the security that as their needs change they can continue to live in their home with the increased assistance of digital connectivity through Bield Response 24.

For more information please see Bield's website www.bield.co.uk or contact the Edinburgh Office.



Fleming Place



FLEMING PLACE-D FINALISTS

The quality of design and benefits of Fleming Place have already been recognised by the industry, with the Scottish Home Awards shortlisting the development in this year's Small Affordable Housing Development Of The Year (Social Rent) category.

The Scottish Home Awards is the country's largest independent awards programme, promoting excellence in building, design and marketing across the housebuilding industry.

Although not successful at the awards night in June, Bield is still very proud to be selected as finalists in this prestigious competition.



REPORTING A REPAIR

During recent consultation, tenants asked for more information on how to report a repair. We consider an efficient repairs service to be one of our most important responsibilities to you.

As a result, a review of the “report a repair” process has been carried out by both the Bield Improvement Group (BIG) and staff. Recommendations from BIG will be considered by Bield over the next few months and any further changes will be communicated once these have been agreed.



At the moment the existing arrangements, detailed in the most recent version of your tenant handbook, remain in place.

During Normal Working Hours (9am – 5pm)

If you live in a staffed development all repairs should be reported to the manager or acting member of staff. Where staff are present they can discuss the repair with you and, where possible, have a look at the repair to help you decide on the urgency timescale required. If this is not required they can log the repair directly with our Repairline Team in Glasgow.

If you live in an Amenity (non-staffed) or General Needs property you can call the Repairline on the number supplied to you for your area. Fridge magnets, displaying your Repairs contact number and the Out of Hours Repairs number, are currently being delivered to all amenity and general needs tenants.

Outwith Normal Working Hours (5pm – 9am)

Only Emergencies should be reported Out of Hours.

BR24, our alarm receiving centre, will arrange all of your Out of Hours Emergency Repairs. Pull the cord through to BR24 and they will be happy to assist. Alternatively you can give them a call on **0141 950 1025**

URGENCY LEVELS are considered on a job by job basis and are as follows:

- **Emergency works** – This is the category used where your safety is compromised, or the fabric of the building, is at immediate risk. The contractor should attend within 6hrs (the average time taken is 3hrs 15 minutes). It is expected that you will be available, in your property, to allow access to the contractor. Where required, if you were on holiday for example, the Emergency Key procedure may be used for access, to ensure the safety of other tenants and prevent damage.
- **Urgent Works** – This is the category used where the defect is not an emergency but is serious enough to need attention within 3 days. The contractor will make arrangements with the manager or directly with you for access.
- **Non Urgent Works** – This is the category used where the requirement is not of any immediate concern, and can be programmed and carried out within 20 working days. Again the Contractor will arrange access arrangements, well in advance, with the manager or yourself.

All this information is available in your tenant’s handbook or the “Customer Zone” on our website at www.bield.co.uk.

BIELD IN BLOOM



Summer is here and the requests to have flower tubs and planters have shot through the roof again. The developments look so much better in bloom.

Bield always encourages this and permission requests for these should be made in writing to your Development Manager or the Property Department in the Glasgow Office. Your manager will be able to advise on any small grants which may be available for this type of installation.

Permissions for planters are reviewed by Property Services primarily to ensure the safety and welfare of our tenants; avoiding a trip hazard for example, and then to ensure that the location of the planters does not get in the way of contractors carrying out works for the general upkeep and maintenance of your development.

All permission requests, for work to our properties, which tenants wish to carry out themselves; from the use of a scooter in the development to the installation of a ceiling light or a full bathroom or kitchen replacement, must be made through the same channel, by writing in to Property Services. They are then properly logged on our system and your request can be progressed accordingly.

If you want to claim "Compensation for Improvement" at the end of your tenancy, for qualifying works, then you must have an authorised permission request in place first.

Bield are happy to consider any reasonable requests. Happy Potting!



NEW WAYS TO MARKET OUR DEVELOPMENTS

We have taken photographs of some of our developments using a drone. Look out for our new drone videos on Bield's Facebook page.



Ashgrove Court



The Knowe



Camperdown Court



Carnegie Court



Kirkton Court

OWNER'S FORUM

JUNE 2018

Two Owners' Forums were held in June – in Edinburgh on the 5th and Glasgow on the 7th. Both meetings were well attended and there was a wide range of topics discussed including:

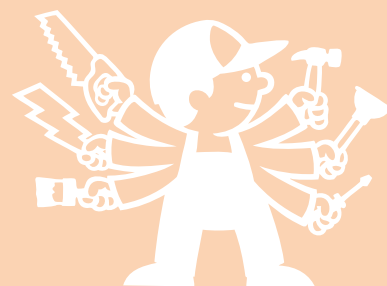
- The annual performance report on repairs and visits – in terms of repairs the targets in the Statement of Services had been met for emergency and routine repairs. However, completion of urgent repairs had slightly fallen below the target and Steven Rankine, Reactive Repairs Manager, provided some further analysis of the reasons for this. There were considerable discussions in terms of the ways in which repairs are reported and Steven advised that it always best to report routine repairs directly to the Scheme Manager or where this was not possible by telephoning the repair line. In terms of the visits by Property Officers and Owner Services Officers the targets had been met (and exceeded) in the vast majority of developments. However, owners asked that advance notice of the planned visits should be circulated and whilst this was done in some cases, it was not consistent.
- The new Constitution was approved which incorporated the changes agreed at the previous meetings. This meant that there are 2 Forums (East and West) each with their own Chair and the arrangements for reporting on matters discussed and representation on the Forum are now clearer.
- Sample versions of the new Statement of Services were discussed and some suggestions made. This will be followed up at future meetings once the new Code of Conduct for Property Factors has been issued.
- A report on the recent owners' survey was circulated which looked at the overall results and some general themes.
- Both Forums discussed the implications of new legislation which may be introduced in relation to Fire Safety.
- It was agreed that Lorence Fizia would continue to Chair the East Forum however a new Chair will be elected at that meeting.
- The West Forum agreed to the appointment of Christina Leitch as Chair and thanked Lorence for his contribution over the past 3 years.
- The new Forum meetings are at the end of November.



Lorence Fizia

FEEDBACK FROM PROPERTY MEETINGS

During the Spring, meetings were held at all developments to discuss property related matters. These ranged from the new service contract arrangements to plans for major works to commence. Following the meetings, minutes were circulated with an updated programme of works which reflected the decisions that had been taken.



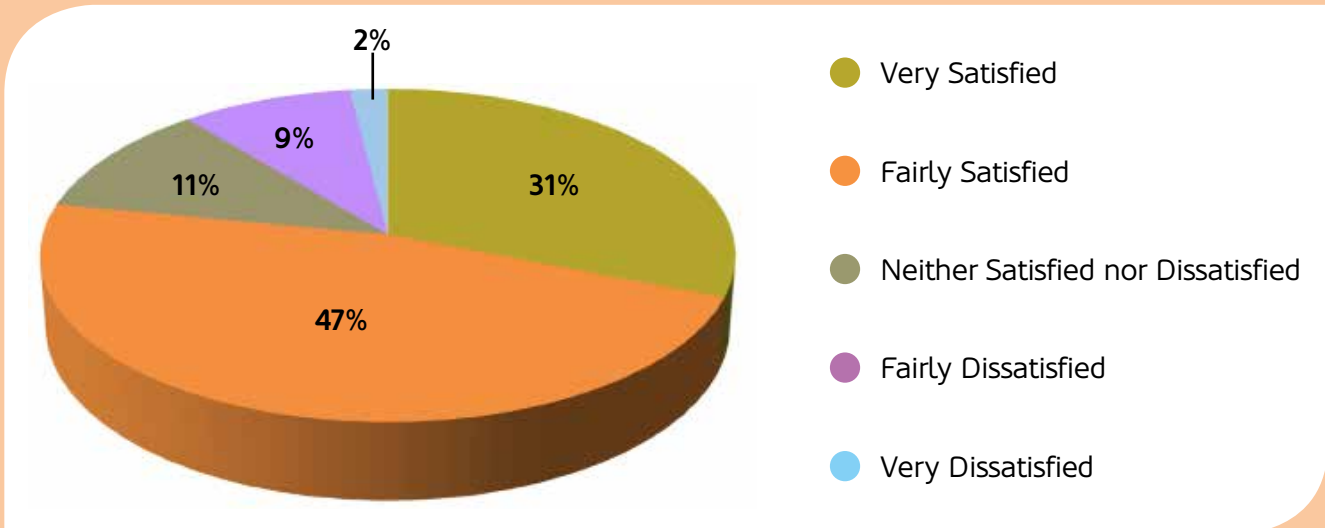
To contact David MacInnes, Owner Services Manager please phone 0141 270 7246



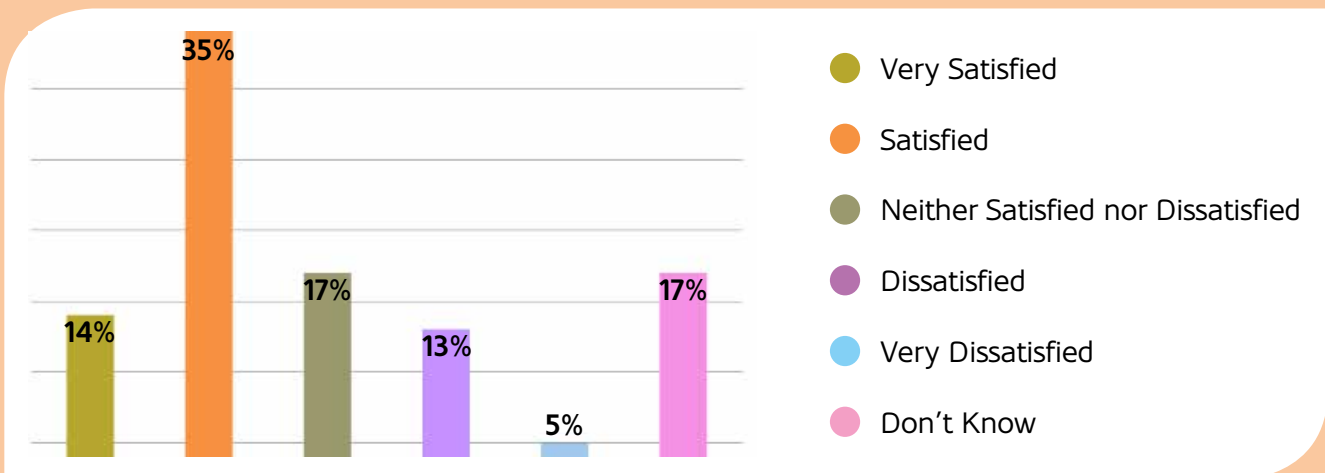
OWNERS SURVEY – RESPONSES TO OUTCOMES

We would like to express our appreciation to those owners who responded to the recent survey. The response rate was reasonably high for this type of survey and the headline figures were:

77.5% (269 owners) stated they were very or fairly satisfied with the factoring service provided by Bield when taking everything into account. Only **11.2% (39 owners)** stated dissatisfaction.



Satisfaction with length of time taken to organise the repairs once you have reported them:



An action plan for each development is being prepared by the Owner Services Officers to highlight positive and negative outcomes from the survey and this will be circulated to all owners.



Caroline Rielly

OWNER SERVICES ADMINISTRATOR

Lisa Crossan left Bield after 19 years at the beginning of June. Following an internal recruitment process Caroline Rielly started as Owner Services Administrator on the 4th June. Caroline works in the Glasgow office and can be contacted on 0141 270 7206. Over the coming months Caroline will be visiting developments and is looking forward to meeting owners.

TIME FOR TEA

Tea is a national treasure and is the most consumed drink in the UK. Not only can a cup of tea contribute to your daily fluid intake, but it can also offer comfort.

During recent years the UK has seen an explosion in the green and fruit and herbal tea sectors, which are growing by 5.6% and 2.5% year on year respectively. Many of the blends are naturally caffeine free, and offer consumers variety in taste and flavour. Different teas can offer different health benefits.

Black Tea

Black tea tastes best when brewed in water as close to boiling point as possible



Green Tea

If you are making green tea, allow the kettle/boiling water to cool for up to two minutes (approx. 85°C)

This will make sure the tea doesn't over infuse and develop a bitter taste – green teas are more delicate after all.



Fruit & Herbal Tea

Fruit and herbals teas have varying brew times so it's best to follow the instructions on the packet.



Top Tips

- ☪ Tea should be made with fresh boiling water, as re-boiling affects the taste.
- ☪ Always add the milk after the water, otherwise the milk will cool the water down and hinder the all important brewing process.
- ☪ Leave the brew to cool for around 2 minutes before drinking – as the temperature reduces, the flavours will develop for a better quality taste.
- ☪ As well as being good for hydration getting together over a cup of tea is a great social activity.



EAT SAFE AWARD

Congratulations to all at Coxtan Gardens as Jean Monteith, Audrey Salkeld and Pauline Newman proudly show off the Eat Safe Award achieved in May 2018.



DARK CHOCOLATE WALNUT FUDGE CAKE

Many thanks to Jackie, Cook at Castlebrae Glebe for this editions delicious recipe for Dark Chocolate Walnut Fudge Cake.

Ready in 10 minutes and requiring just 5 ingredients, make a batch of this no bake fudge for a treat at any time.

Ingredients:

- 18oz chocolate chips, or chopped dark chocolate
- 1 can (14oz) sweetened condensed milk
- 2 tbsp butter
- 2 cups walnuts chopped
- Sprinkle of cinnamon

Method:

- ◇ Line an 8X8 inch or 9X9 inch tray with parchment paper or foil that extends over the edges of the tray.
- ◇ Add chocolate, condensed milk and butter to a large heat safe bowl. Add an inch of water to a saucepan with a diameter smaller than the ingredients bowl. Place the saucepan on a medium low heat then place the bowl of ingredients on top of the saucepan.
- ◇ Once the chocolate melts, stir the mixture until smooth then stir in the nuts and a sprinkle of cinnamon.
- ◇ Spread the mixture into the tray and chill for a few hours before removing by lifting the foil or parchment overhang. Cut it into squares and serve.



BIELD BOARD DAY OUT

The Bield Board is responsible for the strategic direction, governance and overall control of Bield and its subsidiaries. The Board directs the organisation in accordance with its Rules and determines strategy to ensure that Bield's Aims and Objectives are achieved.

However, did you know that our Board members are Volunteers and give their time freely? They love to get out and about to see what is going on in the developments and to meet as many of our customers as possible.

In May, they spent a day visiting Brae Court in Linlithgow and Robertson Court in Stenhousemuir. All of them thoroughly enjoyed the visits and thank you for making them feel so welcome.



BIELD RECRUITMENT

We recently recruited two new Board members.

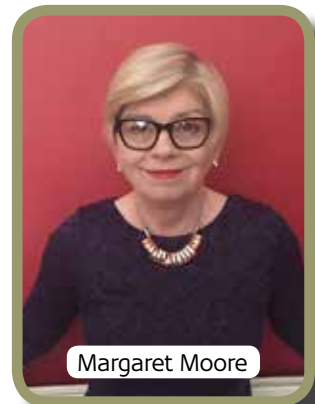
Joan Fowler, a tenant at Whitehill Court, Kirkintilloch has been co-opted to the Board together with Margaret Moore, a housing consultant with vast experience in the housing sector.

Margaret is due to be formally co-opted to the Board at the end of August.

It is great to have two new members who will bring different perspectives as a tenant and housing professional. Having diverse experience on the Board helps us to understand and appreciate our customer base and make informed decisions.



Joan Fowler



Margaret Moore

THE FUTURE OF VOLUNTEERING AT BIELD

Our Volunteers play a huge part in Bield's overall success and we value each and every one of the people who donate their time to help older people get the most out of life. From simply chatting to tenants, to teaching them new skills, these bonds have been proven to be crucial in helping to stop isolation and loneliness setting in.

We want to make the experience of volunteering as rewarding for the volunteer as it is for our tenants. In addition to the support provided by development managers, the Volunteer Team at Bield are here to provide support, training and encouragement.

We recently held a recruitment drive and volunteer training day in Stirling. The training day was well attended by both new and existing volunteers, as well as development managers. It was a fun day and really useful for everyone involved.

This model of recruitment and training will be rolled out in local areas across Bield developments in the coming months. Volunteers can expect to receive an invite once dates become available. Even if you have been volunteering for some time it's a great opportunity to meet other likeminded volunteers and help you enjoy a fulfilling volunteering journey.

By being a volunteer you are not only transforming the life of someone in need, but you may even develop a new skill or build a friendship in the process. We want to support you to get as much out of your volunteering journey as possible, so if you'd like more support, references or additional training please do get in touch. We would love to hear from you!

Joni and Amy
Volunteer Development Workers



Staff and volunteers from our Stirling developments at a recent Training Day



VOLUNTEERS' WEEK 2018

Volunteers' Week, the national celebration of volunteering, took place from 1 – 7 June and at Bield and 23 of our developments took part in the celebrations. Bield volunteers help to support our tenants and service users to engage in a wide variety of social activities. They make a real difference to the lives of older people.

We'd like to say a huge thank you to all of our volunteers for the fantastic work they do. Read on (pages 28 & 29) to find out about some of the celebrations that took place.

Contact us:

Volunteer Team, Department of Human Resources,
79 Hopetoun Street, Edinburgh, EH7 4QF

Tel: 0131 273 4020 • Email: volunteering@bield.co.uk • www.bield.co.uk/join-us/volunteering

Volunteers' Week, the national celebration of volunteering, took place from 1 – 7 June and at Bield, 23 of our developments took part in the celebrations.

Bield volunteers help to reduce the risk of isolation and loneliness in our developments, supporting our tenants and service users to engage in a wide variety of social activities. They make a real difference to the lives of older people.

We'd like to say a huge thank you to all of our volunteers for the fantastic work they do. Here are a few photos from just some of the celebrations in June.



Clyde Court, Abroath



Crosshill Gardens, Port Glasgow



Emily Court, Gorebridge



Oakbank, Alexandria



Saunders Court, Edinburgh



Inglefield Court, Airdrie



Jamaica Court, Greenock



Kirkton Court, Kirriemuir



Loch Laidon Court, Glasgow



Mungo Park Court, Selkirk



Oakbank, Alexandria



Oakburn Park, Milngavie



Saunders Court, Edinburgh



Stewart Court, West Calder



Strathallan Court,
Bridge of Allan



Crosshill Gardens,
Port Glasgow



Jamaica Court, Greenock



Oakbank, Alexandria



Oakburn Park, Milngavie



Saunders Court, Edinburgh



COMPLIMENTS

We illustrated on page 8 the number of complaints we received during 2017-18. We learn from all these complaints and they help us to improve the services we provide.

However, we're always delighted to receive positive feedback. Here are just a few compliments we've received recently:

"I must compliment your staff at BR24, in dealing with my severe angina attack, I was completely breathless. They called my daughter and the ambulance service and I was admitted to hospital.

I am now back home and so appreciated the service I received."

Mr McCallum, Shiell Court, Broughty Ferry



I have recently settled into my home in the Fleming Place Project in Edinburgh and would like to express my appreciation for the excellent quality of the flat and the estate.

Bield should be very proud of their high standards!

I must say that all your staff involved in my application were excellent and extremely professional!

I appreciated very much the improvement in the quality of my life as a result of living in a Bield flat!

Mr Tang, Fleming Place / Darvel Gait, Edinburgh

"My sister has been a resident at Inglefield Court, Airdrie for many years. She's registered blind and 18 months ago was diagnosed with 2 types of dementia. I'm sure you'll understand how tough that is.

I would like to say thank you to Natalie McDonald, Retirement Housing Manager at Inglefield Court. Without Natalie's guidance, knowledge, support and lovely sense of humour I would have found it much tougher to deal with all the problems which dementia brings, especially as I live in North Wales.

My sister has recently moved into a care home and once again Natalie was there for us. Simply put, thank you to Bield and Natalie."

Mrs Symes (Relative), Inglefield Court, Airdrie

We also receive compliments about the fabulous sense of community spirit at our developments. So thank you to all our great neighbours!

"I would like to mention the wonderful job that my neighbours Thomas Evans and Ali Smith do with the gardens at Balgowan Court. I moved here recently and after saying how wonderful the flowers at the entrance looked, Thomas and Ali created a beautiful flower bed just outside my window. I always give a wave when I see them watering and tending to the flowers."

Mrs Ada MacMillan, Balgowan Court, Dundee



ROYAL WEDDING CELEBRATIONS

Many of our developments celebrated in real royal style as they watched the wedding of Prince Harry and Meghan Markle in May.



Broomfield Gardens, Airdrie



Armadale Court, Greenock



Menzies Court, Cumnock



Braehead Gardens, Buckhaven



Carntyne Gardens, Glasgow



Waverley Court, Helensburgh



Jamaica Court, Greenock



Bridge Court, Alexandria

NEIGHBOURHOOD NEWS

The new GDPR regulations came into effect at the end of May 2018. We now need to check with tenants if they give permission for us to print their pictures in the Bulletin

Please send your neighbourhood news to the Communications and Marketing Team at 79 Hopetoun Street, Edinburgh. EH7 4QF or by email to business.support@bieldd.co.uk



Congratulations to Margaret Earle of Dundas Court, Glasgow who celebrated her 100th Birthday in May.



Best wishes to Mary McDevitt of Armadale Court, Greenock who recently celebrated her 80th Birthday.



Best Wishes to Madge Simpson of Quayside Court, Perth who recently celebrated her 80th Birthday.



Congratulations to Peter Scrimgeour of Quayside Court, Perth who celebrated his 100th Birthday in April. Provost Dennis Melloy delivered a birthday message from the Queen.



Kingsburn Court, Dundee enjoyed a coffee morning organised by Mary Thomas. £1,540 was raised for MacMillan Cancer Support.



Oakbank tenants are enjoying more time out in the sunshine following a successful application by Oakbank Social Club to West Dunbartonshire Council for assistance from the Vale of Leven Trust Fund. A grant of £2,000 was made towards garden furniture and planters.



The Gala Day at Oakbank, Alexandria was a great success. £1,427 was collected for the Residents Social Club Funds.

The work of the Gardening Group is aided by Sara Jane Melville, volunteer and everyone is looking forward to becoming more involved in gardening and perhaps even enjoying home grown vegetables.

Those not so physically able can sit in the fabulous new comfortable seating in the patio area and enjoy watching the planters in bloom.



Tenants from Armadale Court, Greenock took part in the 'Compassionate Inverclyde' volunteering project. Grace Small is busy knitting blankets for the boxes which are given to people discharged from hospital.





Easter at The Croft, Alexandria was celebrated with a delicious lunch.



Mary Nichol, winner of the best decorated Easter Bonnet Competition at Pentland View Court, Livingston.



Beautiful bonnets at the Easter Bonnet Parade at Springfield Gardens, Uddingston where the Christmas Poinsetta was still in full bloom.



Tenants at Dean Court, Bo'ness welcomed tiny chicks to the development as part of their weekly sessions with children from Kinneil Nursery.



Easter Bonnet Competition at Crosshill Gardens, Port Glasgow was supported by Community Police Officer P.C. John Jameson who handed out the prizes.



Everyone had a lovely time and made beautiful bonnets for the Easter Bonnet Parade at Baldwin Court, Penicuik.

Tenants from Quayside Court, Perth enjoyed a visit to the three Forth Bridges.



Mocktails Happy Hour went down a treat at Mossie Court, Blackburn at the Monday Morning Activity Group.



Fun in the sun at Loch Laidon Court, Glasgow where everyone enjoyed a barbecue with a fabulous spread prepared by Cook, David.



Tenants at Crosshill Gardens, Port Glasgow off to the local Tea Dance.



Volunteer Celebrations and Staff Presentation at The Croft, Alexandria.



Winners of Play your Cards Right at Armadale Court, Greenock.

Helen Gibb, of Baldwin Court in Penicuik, was recently presented with her very own teddy bear. During a chat with a neighbour Helen revealed she'd never owned a teddy growing up during the war.



Tenants at Bonneathill, Dundee enjoyed Afternoon Tea at the Queens Hotel by Claverhouse Rotary Club.

WORDSEARCH

Tell us which word is missing from the wordsearch for your chance of winning £25 Marks & Spencer vouchers.

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



Brazil
Denmark
England
Final
Fixtures
Football

Germany
Half Time
Iceland
Penalty
Pitch
Portugal

Red Card
Referee
Russia
Senegal
Supporters
Winners

WORDSEARCH WINNERS

Congratulations to **Alice Duncan** of Whitehill Lodge and **James Pattullo** of Hill Court - the winners of the last wordsearch competition.

The correct answer was: **Sprouting**.

ANSWER:

NAME:

ADDRESS:

ENTRIES SHOULD BE RETURNED BY 28TH SEPTEMBER 2018 TO:

FAO Marketing & Communications Team,
Bield,
79 Hopetoun Street,
Edinburgh EH7 4QF