

BULLETIN

SPRING 2018



Photo Credit : Gordon Terris, Herald and Evening Times

War Veteran Awarded France's Highest Honour

See page 3 to find out more



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Susan Napier Chair of Bield

As we enter Spring with lighter nights and hopefully warmer weather it brings a sense of optimism knowing we have survived the dark winter nights, some unprecedented weather and we

can begin to look forward to the coming months. In some ways it is not dissimilar to how we as an organisation are progressing.

Following the announcement of our decision to withdraw from residential care the stakeholder and public reaction to the announcement generated a great deal of media interest and a public campaign. Whilst media interest was not entirely unexpected the continued interest was at times difficult to manage and we have no control over the media.

It was frustrating knowing those directly impacted by the changes had to listen to and read often inaccurate and misleading reporting. Adding further upset during an immensely difficult time. We also recognise that for Bield customers not directly impacted by the changes seeing the headlines and TV reports will have been unsettling.

It is indicative of the society we live in with significant underfunding for the care of an ageing population we found our announcement being used as a political issue. Throughout the difficult media backlash we have learnt a great deal and we know as hard as the decision was, it was the right one.

An ageing population means we have to look differently at how we did things 30 years ago. We have to change and adapt. What was popular all those years ago is not what people want now. I am proud to be part of an organisation that is bold and ambitious and not afraid of change. We actively embrace it, looking at the opportunities it can bring.

Whilst the care home news was prominent and making headlines, behind the scenes we got on with the day to day business. We let properties, we carried out repairs and we invested in new and existing housing.

Fleming Place in Edinburgh has been handed over and by the time you read this there will be new tenants living in these new homes. It is an impressive development providing much needed housing for social rent, increasing the number of developments we have in Edinburgh to ten.

We are continuing to invest in existing housing too making it fit for the future. At Turnbull Court in Duns, we made the building more accessible and installed new kitchens.

At Restondene in Livingston we remodelled unpopular studio apartments making them desirable one bedroom apartments and the exterior was given a makeover to make it look attractive.

Throughout this edition of the Bulletin you will read many stories of the people who live in our housing. Their achievements are heart-warming and inspiring to read. They are a reminder to me and my colleagues on the Board why we exist as an organisation. Why we are making changes to ensure that we are able to meet their needs long into the future.



Fleming Place, Edinburgh



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BieldScotland](https://twitter.com/BieldScotland)



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Thomas Gilmour, a tenant in Brae Court in Linlithgow who served as a Commando during the Second World War, has been given the rank of Chevalier in "l'Ordre national de la Légion d'Honneur", which translates as The National Order of the Legion of Honour, in recognition of the part he played in liberating France in 1944.

However Thomas, who has been a tenant at Bield's Brae Court since 1993, has managed to keep news of his honour under wraps for more than six months. Only recently has he shared the news about his achievement.

Rena Kirton-Vaughan, Manager at Brae Court, said: "I only found out recently about Mr Gilmour's honour through his daughter. He is a very private person and has even kept the medal hidden away in a box. I know that his family are extremely proud of him, as are all the team at Brae Court."

Established in 1802 by Napoleon Bonaparte, "l'Ordre national de la Légion d'Honneur" is the highest order of French merit. The medal is usually awarded to French citizens, however foreign nationals who have served or dramatically contributed to France may also be honoured.

Speaking of his achievement, Thomas said: "It is truly an honour to receive the medal from the French government and to be given the rank of Chevalier.

"I was only a young man of about 20 years old during my time in France. It seems like such a long time ago but the memory of it all does stay with you.

I dedicate this medal to all the men that bravely served in France, and those who sadly lost their lives."



Thomas Gilmour



Photograph on the cover page shows (l-r) Thomas Gilmour, Rena Kirton-Vaughan, Manager and Alison Marshall, Scheme Assistant

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PROGRESS ON THE NEW STRATEGIC DIRECTION

Where Are We Now?

In the months since the last Bulletin there has been considerable work undertaken on the new strategic direction.

As Susan mentioned in her introduction there was considerable media interest following our announcement to withdraw from Care Home provision. We know it was an unsettling time for everyone who lives in our homes or uses our services.

Much of the media interest was on the care home closures with very little mention on the rest of Bield activities. In the time since the announcement much has happened and this is summarised in the following pages.



No Change

Whilst there is a lot of change happening across Bield for the majority of our tenants and those who receive a factoring service and services provided by BR24 there are no changes to the housing and services you currently receive.

In 2013 we made changes to Sheltered Housing and introduced the Retirement Housing Model. This model of housing does not rely on external funding. The changes we are making to other housing services uses this model as the foundation.

- **Retirement Housing Developments** – Tenants living in Retirement Housing Developments will not be affected by the changes.
- **Owner Services** – Factoring Services will continue to be delivered in line with the Statement of Services at each development.
- **Bield Response 24** – emergency response and other services will continue as normal. This includes the Surecall Service and any out of hours support.

Care Homes

In October we announced we intended to withdraw from 12 Care Homes. Since that time two companies have expressed an interest in 4 of the care homes:

Finavon Court, Glenrothes
Haugh Street, Edinburgh,

Milfield Gardens, Jedburgh
Craighall Road, Edinburgh

This is excellent news for the 68 residents and staff and it is hoped the transfers will complete in the next few months.

Of the remaining 8 care homes, it is testament to the commitment of the care team who have worked closely with families and local authorities to help transfer the majority of residents to new homes. At the time of writing this article 5 homes have closed and we are on schedule to close the 3 remaining homes in July.

Very Sheltered and Sheltered Housing

In the last Bulletin, we outlined the changes to existing very sheltered and sheltered housing to be carried out in two phases.

Good progress has been made. We have been working with staff and tenants in Phase 1 since October/ November last year to prepare for the transfer to the new model of Retirement Housing with Meals. This was introduced on 1st April at the 15 developments detailed on the next page:

Very Sheltered to Retirement Housing with Meals from 1st April 2018

Torosay Court	Church Court	Broomfield Gardens
Chalybeate Court	Donaldson Court	Ashgrove Court
Jamaica Court	Fife Court	Quayside Court
Rowan Gardens	Campsie Gardens	Carlow Court
The Croft	East Stewart Gardens	Braehead Gardens

We have commenced work on Phase 2 to introduce the new models of Retirement Housing by the **1st October 2018**. These developments are:

Very Sheltered to Retirement Housing with Meals	Sheltered to Retirement Housing
Johnny Moat Place	Langvout Court
Camperdown Court	Gillie Court
Glebe/Warrick Court	Grants Bank
Rockwell Gardens	
Thornhill Court	

A small number of other Very Sheltered and Housing with Care developments where we provide a more 'specialist' type of service have been reviewed. Following successful discussions with Health and Social Care Partners the following 3 services will change to **Retirement Housing Plus** on 1st October 2018:

Bonnethill Gardens, Dundee
Balgowan Court, Dundee

Castlebrae Glebe, Edinburgh

In addition to the services offered in Retirement Housing with Meals this service offers additional support to tenants assessed by the local authority as having personal care and support needs. All tenants can benefit from domestic support services (housework, shopping, laundry etc.) and personal care services (personal hygiene, medication management, support with mobility etc.) if they wish to opt in at an additional cost.

We are currently in discussion with the Health and Social Care Partnership about Menzies Court, Cumnock. Once the review is concluded we will start to work with staff and tenants to get ready for their new service which will start on 1st October 2018.

Other Care Services

Work continues on the review of other care services, primarily home and day care. There has been positive news from some local authorities which means we will be able to continue to deliver some services. Once we have completed discussion with all Local Authorities we will provide a further update.

GENERAL DATA PROTECTION REGULATION



Changes coming soon

The General Data Protection Regulation (GDPR) is a new EU law that comes into effect on 25th May 2018 to replace the current Data Protection Act. It's the biggest overhaul of data protection legislation for over 25 years, and will introduce new requirements for how organisations process personal data.

The GDPR relates to personal data, which is information relating to an identifiable living individual. Whenever personal data is processed, collected, recorded, stored or disposed of it must be done within the terms of the GDPR.

Bield customers have the following rights under the GDPR:

- Right to be informed – if we are using your personal information we will need to tell you how this information is being used. This will be done by providing Privacy Notices.
- Right of access – you are able to access the personal data we hold about you. This can be done by submitting a subject access request, which we must respond to within one month.
- Right of erasure or rectification – you are able to ask for inaccurate data to be corrected. The GDPR also introduces a right to ask for your personal data to be erased ("the right to be forgotten"); however, there may be instances where we have a 'legitimate interest' or legal obligation, which means we are not able to erase personal data.
- Right to data portability – this means that you can ask for your data to be provided in a format that allows it to be transferred to another organisation.
- Right to object – you have the right to object if you think we do not have a legal basis for processing your personal information. If you object to your personal data being used for the purpose of direct marketing, this activity must stop.
- Right to restrict processing – you have the right (in certain circumstances) to request that your personal data is used for more limited purposes (e.g. you may not want the data to be erased, but do not want further data to be collected).

If you require further information about this, please visit the Information Commissioners Office www.ico.org.uk or contact Bield's Business Improvement Team at the Edinburgh Office.

COMPLAINTS UPDATE

1st April – 31st December 2017

During the period April - December 2017 we received:



This is a **22%** decrease on the same period in the previous year when **145** complaints were recorded during 2016-17.

We responded to **73 (79%)** of **Stage 1** complaints within the timescales. This is below the target we set of **85%**.

We responded to **9 (47%)** of **Stage 2** complaints within the timescales. This is also below the target set of **100%**. We have work to do to improve on these figures.

Of the **112** complaints recorded and closed, **74 (66%)** were upheld or partially upheld and **38 (34%)** were not upheld.

Satisfaction levels are recorded for each complaint. **89 (79%)** of customers were satisfied with how we dealt with their complaint, **23 (21%)** were not satisfied.

66%

upheld

34%

not upheld

79%

satisfied

21%

not satisfied

What have we learnt from complaints?

- Follow up and Communication is still the cause of the majority of complaints. Sometimes it's because we forget to tell people what is happening. Sometimes it's the way we deliver a message and this can cause upset.
- We are working on improving communication and will be developing training materials for staff in the coming months.
- Sometimes the performance of third parties can cause inconvenience for Bield tenants and those living near our developments. For example delays in Special Uplifts by the Local Authority.
- Our staff will contact the Local Authority but we are not always successful and this can be frustrating.
- Through two complaints to BR24 we identified a training need for some Emergency Call Advisers.

Interesting fact

- More complaints are being made by email and on the telephone.

PARTNERSHIP FORUM

One of the recurring themes that emerge from tenant engagement meetings is – ‘*What difference will it make?*’

It’s an understandable reaction in many ways, what can one tenant do to improve the services Bield provides?

There is no better example to give than that of the Partnership Forum.

The Partnership Forum is something different from the meetings at developments. It’s a group for tenants to get together four times each year and discuss with senior staff the issues and changes that affect all Bield tenants. They are also the ‘think tank’ for specific areas of work, such as the review and revamp of Bield’s guest rooms, which will be launched shortly.



William Smalley

The Chair of the Forum is tenant **William Smalley** from Oban. Here are his thoughts on how the group works:

“The Forum meets four times each year, twice with senior staff and Board members in attendance. The Chief Executive will give updates on the business plan and we will have robust discussion where members give their points of view. The other Directors also give updates on their departments.

We also discuss non-corporate issues such as the Bulletin and how Bield communicates with its tenants, as well as updates on many other issues. I think, on the whole, we do a worthwhile job. Have a think about joining us and giving your opinions!”

With so much changing within Bield, it is vital, now more than ever, that tenants have the opportunity to work with the Board and staff in helping deliver the best possible services. This can only continue if tenants put themselves forward. Being part of the Partnership Forum will hopefully show you that tenants can make a difference.

Some of you will find a nomination form with this Bulletin; this is your chance to be part of the Forum. Simply complete the details and return in the envelope provided. If you don’t have a form then that means your Forum membership area is currently full but you can still register your interest by calling Chris McShane on 0141 270 7208 or emailing c.mcshane@bield.co.uk

A FOND FAREWELL

After working for Bield for more than 31 years, Caroline Bain is moving on and into retirement. In recent years Caroline has been the Housing Officer for Bield’s housing developments in Falkirk and Stirling, although she has worked in different area teams since she began with Bield towards the end of 1986.

So we are sorry to have to say goodbye to Caroline, but would like to wish her all the best as she begins this next phase of her life!



BIELD IMPROVEMENT GROUP

The Bield Improvement Group is continuing to work on their second scrutiny exercise, this time reviewing the process for reporting repairs. They have met with several staff from the Property team and carried out some mystery shopping and job shadowing as part of their work.

We look forward to learning of the outcomes and any recommendations that they will put forward to the Board in due course. The approved recommendations from their first review, on the Ending a Tenancy Policy, have now been delivered, highlighting again the impact the group have in shaping Bield's services.



TENANT ENGAGEMENT VIDEO



It wasn't just Hollywood that was experiencing Oscar season back in February – here are two of the Bield Improvement Group members having their moment in the spotlight for a tenant engagement video that is being made to promote the fantastic work Bield tenants are doing in engaging with their landlord. The Partnership Forum was also filmed too and we look forward to sharing the video with all tenants very soon.



SATISFACTION SURVEY

An easy way to have your say is by sharing your views through Bield surveys. All Tenants (or their Power of Attorneys if specified) should have recently received a satisfaction survey. We carry this out every two years as required by the Scottish Housing Regulator. It covers all aspects of your tenancy and responses help us shape our future services. A big thank you to all of you who have completed and returned it.



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

RENT CONSULTATION FEEDBACK

By the time you read this, we will be into another financial year. Setting Bield's budgets for the year ahead is always a complex, challenging process and 2018-19 has been no different. When the budget figures are approved by the Board in March, it is the culmination of several months of detailed consultation with both tenants and staff.

A key part of the consultation process is the survey on proposed rents and service charges sent to all tenants in early December. It needs to be distributed before Christmas in order for staff to

have enough time to review the replies and utilise the returns to help shape the finalised budget.





As with previous years, we have seen an increase in responses with **750** tenants returning their survey, almost an **18%** response rate.

The returns are collated in a report which is considered by Bield's Partnership Forum and the Board ahead of finalising the charges for 2018-19.

As always, it is vital that tenants who take the time to complete

a survey are given feedback on its outcomes. Below are the response figures to the key questions asked. We have also selected 3 particular areas that emerged most prominently among the additional 180 comments received and we have asked senior staff to provide a reply to each.

Thank you, as always, to everyone who returned their survey. We will continue to work hard at ensuring tenants have a voice in how Bield works for them.

What are your thoughts on the proposed increase level for rents (no more than 3%)?		A decrease from 77.8% last year 
69.5% agreed it was a fair increase or thought it was high but understood it was necessary	30.5% said they were not happy with the proposed increase	
What are your thoughts on the proposed increase level for service charges (no more than 3%)?		A decrease from 76.1% last year 
67.2% agreed it was a fair increase or thought it was high but understood it was necessary	32.8% said they were not happy with the proposed increase	
What are your thoughts on the proposed increase level for board charges (no more than 4%)?		A decrease from 34.2% last year 
23.6% agreed it was a fair increase or thought it was high but understood it was necessary	10% said they were not happy with the proposed increase	
<i>The majority of tenants selected they have no opinion as they don't receive meals.</i>		
What are your thoughts on the proposed freeze on guest room charges?		We can't compare to last year as there was an increase in charge for 2017-18
70.4% agreed it was a fair charge or thought it was high but understood it was necessary	6.8% said they were not happy with the proposed charges	
How satisfied are you with the information provided and overall consultation on the charges review?		A decrease from 79.4% last year 
75.9% were either very satisfied or satisfied with the overall process	15.2% were neither satisfied nor dissatisfied and 9% were dissatisfied or very dissatisfied	

RENT CONSULTATION FEEDBACK

Many of you took the time to make additional comments on the rent consultation. Here we have asked Chief Executive Brian Logan and Interim Director of Housing Charlie Dickson to respond to some of the key issues that were raised.



Charlie Dickson

Why are services being reduced and costs continuing to rise?

“The reason services are changing is precisely because service related costs are increasing at a pace. It is now extremely difficult, if not impossible, to provide traditional

services at the same costs that we used to, without huge increases for tenants.

We have tried to minimise these increases, but also tried to continue to provide high quality services. We believe our new models of Retirement Housing, Retirement Housing with Meals and Retirement Plus have achieved this balance.”

we have received from tenants is reproduced for Board members to see. They consider all of that before making their final decision.

Finally, any comments which relate to issues at specific developments or service quality and where people have identified themselves are followed up by the relevant staff so that these issues can be resolved.

So the consultation is important and meaningful, we could not set our charges without it and all views are read and taken into account in making the final decision”.

Is thought given to charges increasing against pensions and cost of living?

“There are three things which we need to consider in setting our charges for the year ahead:

1. How affordable are they to our tenants?
2. How do they compare with other housing associations and the increases they are proposing?
3. Are they enough to keep Bield financially stable in the future and to cover our costs?

In answering that first question, we are very mindful of the increase in the state pension. We know that people’s income levels and personal circumstances vary enormously but we feel that looking at the state pension increase is a reasonable indicator of what might be affordable. This is set based on inflation levels in the previous September and so we consider what we need to cover our costs (which usually increase at a rate higher than inflation) and what pensions will rise by.

In addition, we look at other charges and try to make sure that those are either frozen or below the level of the pension increase. For example, in 2018/19, we have frozen both energy charges and guest room charges and in the majority of cases service charges will increase by well below 3%”.

How meaningful is consultation such as this?

“The results of the rent consultation exercise are really important to us and we very much value time that people take to complete the form. The number of responses has been increasing each year and that gives us a good sense of what tenants think. The more responses we get, the better.

The overall results are reported and discussed at the February meeting of the Partnership Forum which is attended by the Chair of the Board, the Chief Executive and other senior members of staff. In addition, at the Board meeting later in February when the final charges are agreed, a detailed paper is presented to Board members by the Director of Housing Services which sets out the results but more importantly, every single comment which



Brian Logan

If you have any queries about the Rent Consultation, please speak to your Local Manager or Housing Officer

ON RED ALERT

We were all glad to see the country return to normal when the Beast from the East departed.

For many of us, after many long days indoors, wondering how long we could stretch out a pint of milk, it was a delight to venture out knowing that the shops were fully stocked.

It's at times like these that you appreciate your friends, family and neighbours most and give thanks for invaluable community spirit.

Unprecedented weather conditions affected most of the areas in which Bield operates. Many of our staff went to great lengths to keep services running and to ensure our tenants and service users were kept safe.



Our 24 hour call receiving centre, BR24 provides a vital lifeline all year round. The team ensured this service was maintained at a time when call volumes and incidents increased significantly.

7
days of
adverse
weather

On average
2149
calls received
per day

More than
100
incidents per
day

BENEFITS UPRATING

The annual up-rating of benefit payments for claimants of Pension Credit age, currently 64 years and 9 months, takes effect in April 2018. Below is a rough guide, to ensure you are receiving your full entitlement, please ask for a benefit check.

Further information is available from your Local Manager or contact the Pension Service on 0800 731 7898, or your Local Authority Housing and Council Tax Benefit Office. All rates shown below are weekly rates.

a. Entitlement Based on National Insurance Contributions and/or Credits - Non-Means-Tested			
State Retirement Pension (basic) - claimed before 6th April, 2016			
Single person:	£125.95	Couple:	£201.45
New State Pension - claimed on or after 6th April, 2016			
Full rate:	£164.35 (entitlement calculated by qualifying years)		
b. Entitlement Based on Disability/Health Conditions - Non-Means-Tested			
Attendance Allowance (65 and over)			
	Lower rate: £57.30	Higher Rate: £85.60	
Disability Living Allowance (Under 16, over 65 if claimed before 65th birthday, plus existing claims 16-64)			
CARE	Low Rate: £22.65	Middle Rate: £57.30	Higher Rate: £85.60
MOBILITY	Lower Rate: £22.65	Higher Rate: £59.75	
Personal Independence Payment (16 - 64)			
DAILY LIVING COMPONENT		Standard Rate: £57.30	Enhanced Rate: £85.60
MOBILITY COMPONENT		Standard Rate: £22.65	Enhanced Rate: £59.75
c. Entitlement Based on Income and Savings (Savings below £10,000 disregarded, no upper savings limit)			
Pension Credit (Guarantee) and Savings Credit			
Single person:	£163.00	Couple:	£248.80
Maximum Savings Credit (age 65 and over and claimed before 6/4/16)			
Single person:	£13.40	Couple:	£14.99

KEEP YOUR BENEFIT LETTERS

If you claim any benefits, you will recently have received a letter telling you how much you will get from April 2018. When you receive this:

- Check the letter and contact the payer if something is wrong.
- Keep your letters somewhere safe. If you need to ask for advice about benefits it is important to have these. Also you may be asked for proof of income and original letters will be needed.

It is also really important to keep:

- The letter we have sent you about your new rent charge.
- Copies of your payslips, pension statements, P60, bank statements, etc.

All of these may be needed from time to time.

If your circumstances change you should report this as soon as possible.

The usual changes are:

- someone moves in or out of your home
- your income changes
- your savings change
- you receive a windfall such as an inheritance, or lottery win
- you start to receive Personal Independence Payment or Attendance Allowance

If you don't report a change to your circumstances then you may miss out on additional benefits, or in other circumstances have to pay back money that you have already received.

YOUR RIGHT TO REPAIR

The Housing (Scotland) Act 2001 gives you the right to have small, urgent repairs, up to a value of £350, carried out by your landlord, Bield, within a given timescale. This is called the **Right to Repair** scheme.

The timescales shown are the maximum period in working days from the day after you report a qualifying repair or inspection (excluding weekends and public holidays). If we do not carry out the repair within the time limit set you may be entitled to compensation.

Repair times depend on the type of repair and are set by law, not by Bield.

Repairs included in the scheme	Timescale (in days)
Blocked flue to open fire or boiler	1
Blocked or leaking foul drains, soil stacks or toilet pans where there is no other toilet in the house	1
Blocked sink, bath or basin	1
Loss of electric power (except where fault lies with the utility provider)	1
Partial loss of electric power (except where fault lies with the utility provider)	3
Insecure external window, door or lock	1
Unsafe access to a path or step	1
Leaks or flooding from water or heating pipes, tanks, cisterns	1
Loss or partial loss of gas supply (except where fault lies with the utility provider)	1
Loss or partial loss of space or water heating where no alternative heating is available	1
Toilet not flushing where there is no other toilet in the house	1
Unsafe power or lighting socket, or electrical fitting	1
Loss of water supply (except where fault lies with the utility provider)	1
Partial loss of water supply (except where fault lies with the utility provider)	3
Loose or detached banister or hand rail	3
Unsafe timber flooring or stair treads	3
Mechanical extractor fan in internal kitchen or bathroom not working	7

What happens if the work is not done in time?

If we do not start the repair within the time limit set you have the right to instruct another contractor, from Bield's approved list, to carry out the work. Bield will arrange for the repair to be placed with an approved alternative contractor on your behalf. If you choose to make an appointment for works to be completed out with the set timescale then this will not be treated as a Right to Repair instance. Sometimes there may be circumstances which Bield or the contractor has no control over which make it impossible to do the repair within the maximum time (for example, severe weather). In these circumstances Bield may need to make temporary arrangements and to extend the maximum time. If we are going to do this, we will let you know.

How to claim compensation

If the repair is not completed in the time allowed, we will pay you £15 compensation for the inconvenience. In addition to this, you will also be entitled to a further £3 for each working day up to the day the repair is completed – up to a maximum payment of £100. Compensation can be claimed either by making a request via your scheme manager or by contacting Property Services direct on 0141 270 7200.

Other Repairs

All other repairs should be reported as normal, and will be dealt with using our current agreed timescales:

Emergency works: 6 hours
Urgent works: 3 working days
Routine works: 20 working days

If you have any queries about the Right to Repair scheme please visit: www.gov.scot/Publications/2002/09/15485/11211 or speak to your **Property Officer**



RESTONDENE UPDATE

Last Summer we told you about renovation works that were taking place at Bield's Restondene retirement housing in Livingston.

Seven of the 26 apartments were being converted into one bedroom flats from bedsits as part of a rolling programme to provide modern accommodation for current and future tenants.

The exterior of the development was also being updated to provide a more modern setting. We hope you agree it looks great.

Originally built in 1977, Bield took ownership of Restondene in 1996 through a stock transfer.

Restondene's Manager Shirley has received lots of positive feedback as tenants enjoy their extra space.



ROBERTSON COURT



A new bathroom

Bathroom makeovers began in November at Robertson Court, Stenhousemuir. Tenants were given colour options before works began and had one to one discussions where they could ask any questions. Each bathroom took 3 days from start to finish.

Response workmen enjoyed a "Thank You" lunch from the tenants at Robertson Court after works were completed in February.



AWARD WINNERS

This time it was the turn of our development "The Walled Gardens" in St Andrews to receive a major industry prize.

Brian Logan accepted the award for the "Best Shared Ownership Development" at the Inside Housing Development Awards last November.



NEW NATIONAL CARE STANDARDS

New Health and Social Care Standards, which were published by the Scottish Government in June 2017 will be used from April 2018.

The new Health and Social Care Standards set out what we should expect when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone and to ensure that individuals are treated with respect and dignity and that the basic human rights we are all entitled to are upheld.

The implementation of the new Health and Social Care Standards has been informed through extensive public consultation, with The Care Inspectorate and Healthcare Improvement Scotland working alongside people using services, providers, other agencies and partners. Instead of separate standards for different settings, there is now a single set of standards that is significantly more rights-based, person-led and outcome-focused than before. The new standards are relevant across all health and social care provision.

The standards are underpinned by five principles – dignity and respect, compassion, be included, responsive care and support and wellbeing – and they are based on five headline outcomes:

- I experience high quality care and support that is right for me
- I am fully involved in all decisions about my care and support
- I have confidence in the people who support and care for me
- I have confidence in the organisation providing my care and support
- I experience a high quality environment if the organisation provides the premises

The new Standards will help everyone focus on what really matters – the experience of the person who uses care. They will also help shape the way in which care is designed and delivered in the future.

NEW VOICE FOR SCOTLAND'S ETHNIC MINORITY OLDER PEOPLE

To give Scotland's ethnic minority older people a stronger voice, the new Scottish Ethnic Minority Older People Forum has been created to engage with, encourage and support ethnic minority older people to become effective leaders and advocates for themselves, their families and their communities.

The forum was launched at an event at the Scottish Parliament, sponsored by Sandra White MSP, Convenor of the Cross Party Group Age, Ageing and Older People.

The Scottish Ethnic Minority Older People Forum has been set up by The Older People Services Project, a service developed and managed by Trust, Hanover (Scotland) and Bield Housing Associations and is funded by the Big Lottery Fund.

For further details please visit our website
www.bield.co.uk/news



Scottish Ethnic Minority Older People Forum

NEW STATEMENT OF SERVICES



In the last edition of the Bulletin we mentioned that the Scottish Government were planning to update the Code of Conduct for Property Factors this year. As a result of this we wanted to take the opportunity to revise our Written Statement of Services (WSOS). The WSOS sets out the terms and conditions for providing the management service at each development.

In 2014 when we introduced this, there was extensive consultation with owners and we created development specific agreements. We also tried to include information which would be helpful to owners (particularly those who were new to the development). However, this led to the WSOS being over 30 pages long and there have been some issues with certain parts of it which has caused some problems.

Following discussions with the Owners Forum, we have proposed the following:

1. A new style WSOS which will be focussed on the requirements of the Code of Conduct. We have drafted a sample version and discussed this with our Solicitors who will be involved in the WSOS. The new WSOS will be much shorter than the current version and will not need to be signed by owners. Further discussion will take place with members of the Owners' Forum on this before it is issued to all owners.
2. The new WSOS will be supported by an Owners Handbook. This will provide more detail on various aspects of the service such as:
 - General Information for new owners about the development
 - The services that are provided and responsibilities for maintenance
 - The budget process and information on accounts
 - How we deliver the services

Work on the new WSOS and Handbook will progress over the coming months with a view to them being circulated after the new Code of Conduct has been issued.

PROPERTY MEETINGS



At the time of writing, a number of Property Meetings had been held at individual developments. The primary purpose of these meetings is to agree the planned maintenance programme for the year and the meetings are attended by the Property Officer and Scheme Manager. The meetings also focus on the service contracts, such as grounds maintenance, lifts and fire alarms.

Following the meetings, Owners are issued with an updated Property Report to highlight the planned programme.

OWNER'S FORUM

Following agreement at the Forum in May, separate meetings were held in late 2017 for members in the East and West. The meetings were chaired by Lorence Fizia and Isabel McGarvie represented the Board of Management at both of them.

Amongst the items discussed were:

- An update on Business Strategy and Operational Changes from Stuart Dow, Director of Asset Management.
- A review of the Annual General Meetings – Members reinforced the point that the information on the accounts needs to be provided to owners before the meetings are held and if this is not possible, the meetings should be cancelled.
- A discussion on the new Code of Conduct and updated Written Statement of Services – see separate report on this on page 17.
- A review of the Constitution – It was agreed at both meetings that the constitution should be changed as follows:
 - **The co-ordinator should now be the Owner Services Administrator, Lisa Crossan.**
 - **To keep the chair as an Owner who will be elected every 3 years.**
 - **Bield will still pay travel costs.**
 - **Couples can still be members of the forum.**
 - **A maximum of 2 members per development attending forum.**
 - **To divide forum into east/west for meetings.**
 - **To issue one set agenda and minutes of both to be circulated amongst all members.**

The general view was that the new arrangements allowed for greater participation by individual members which was welcomed.

A copy of the Forum minutes and papers is available either from your Scheme Manager or Lisa Crossan in the Glasgow office.



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

OWNERS NEIGHBOURHOOD NEWS



Congratulations to Tom Payne and new wife Aidah of Rosebery Court, Kirkcaldy who got married on Friday 26 January.

Speaking of their special day, Tom said: "It was a very emotional day. We had two services: one at the registry office at the Town House and the second at the Open Heavens Church in Redemption House."

"This was a 20-minute blessing service at the church by Pastor Joseph. The service was the closest thing to a traditional service for both of us. "Between our two services we visited the beach at Burntisland to get our photographs taken.

We've been together five years now. I remember asking her to marry me at our favourite spot at Pettycur Bay in Kinghorn and thinking 'please say yes'. We visit the area every year with our neighbours from Rosebery Court for dinner, and two years ago I asked her to marry me.

We moved to beautiful Kirkcaldy a few years back and have been here since. Our neighbours and friends at Rosebery Court are lovely. We are very lucky."

Ann Stewart of Roseberry Court, Kirkcaldy was recently presented with a coveted British Empire Medal in recognition of her services to the arts and health care – as well as her 27 years working at Bo'ness steam railway.

The medal was presented by the Lord Lieutenant of Fife, Richard Balfour, at a ceremony held in Kirkcaldy Town House.

Ann says "The whole day made me feel really special, they put on a lovely ceremony for us, followed by a fantastic afternoon tea in Kirkcaldy Town House."



Congratulations to Dorothy Thomson of Liberton Park Court, Edinburgh who celebrated her 90th birthday in November



Best wishes to Malcolm Hutcheon of Liberton Park Court, Edinburgh who celebrated his 80th birthday in October



Owners from Haddington and North Berwick enjoyed Christmas lunch



Castlebank Court and Anglegate's Christmas Party.



Halloween celebrations at Homeshaw Court, Newton Mearns.

WELCOME TO JONI MITCHELL



We are delighted to welcome Joni Mitchell, our new Volunteer Development Worker, based in Glasgow. In her first week at Bield, Joni tells us a little bit about herself and the experience she brings to her new role.

"I've already managed to meet lots of people in the Edinburgh and Glasgow Offices as well as at some developments. I am excited to join the Bield team and everyone has been so welcoming giving up time in their busy schedules to help a 'newbee'.

The majority of my career has been within corporate project management and recruitment before moving to the third sector. My move came about after I decided to volunteer and I have never looked back.

My most recent role was within a social enterprise set up to reduce loneliness and isolation in over 65's in Glasgow. I worked with social services to assess people for our befriending program and set goals on how we could help. The next step would be to recruit and train volunteers and provide ongoing support through their volunteering journey. My favourite part of this role was making a befriending match and watching the impact volunteering can have on someone's life.

I have experienced first-hand the difference volunteers make and I am looking forward to getting stuck in."

SOCIAL BUTTERFLIES

The focus was on Bield volunteers in the Stirling area during a recent volunteer recruitment drive.

To demonstrate the fantastic work of our volunteers we shared a number of stories on social media and with local press - including the story of Silver Surfer, Jacqui Ogilvie who devotes a few hours each week to help tenants improve their IT skills at Allan Park House in Stirling.

Tenants at the development can now surf the internet, download audio books and listen to songs on YouTube thanks to her visits.

We are hoping to recruit more volunteers to support a host of activities in the Stirling area.



Contact us:

Volunteer Team, Department of Human Resources,
79 Hopetoun Street, Edinburgh, EH7 4QF
Tel: 0131 273 4020 • Email: volunteering@bield.co.uk

VOLUNTEER CLOSE UP

We recently met up with volunteer, Rachel Muir, who supports tenants at Saunders Court, Edinburgh. She kindly told us a bit about her role and why she loves volunteering for Bield.



How long have you been volunteering with Bield and why did you decide to join us?

I've been volunteering for a year, usually putting on the Irish Bingo for tenants. I decided to join as I know how important social interaction is, especially for older people, as some can start to feel isolated or lonely. Volunteering helps gives tenants an opportunity to socialise and just an hour or two a week makes a real difference.

What does your role involve?

The first few sessions at Bield involved attending afternoon tea, to get to know tenants and find out what they might like to do. The majority decided on Irish Bingo, so we tried it as a weekly session and they love it! I give tenants the opportunity for a change in activity regularly, but for now at least everyone is happy with Irish Bingo.

What do you get out of volunteering at Saunders Court and what do you enjoy most about it?

I love watching tenants interact with one another. We have a laugh and there can be some real but very friendly competition! I enjoy seeing them have the opportunity to ask each other how they are and how their week has been. They are genuinely interested in how everyone is and it is lovely to see that bond, and to be part of it myself.

When I first joined Bield I wasn't sure if tenants would get much out of my sessions, but looking back on this year, an hour a week makes a huge difference to their lives. It has also made my confidence grow and given me opportunities I don't think would have been possible before, so I am glad to have had this opportunity.

GETTING CRAFTY

We are lucky to have nearly 200 volunteers at Bield, who support a wide range of social activities for tenants, helping to reduce isolation and loneliness, which can be so detrimental to the wellbeing of many older people. Stewart Court, in West Calder, provides a shining example of how volunteers can make a real difference, by sparing just an hour or two per week to provide opportunities for social contact.

Joan O'Donnell is a Social Activities Volunteer at Stewart Court. As well as providing one-to-one companionship for one of our tenants, she organises various activities; encouraging tenants to get out of their homes to catch up, make new friends, and get active or creative. Current activities include a walking group and arts and crafts club. It all depends on what the tenants' interests are and what they might like to try.

Joan told us, "They all like different things, so when we thought about trying an arts and craft club, we wanted to make sure there was something for everyone. We have everything from adult colouring books and card making, to crocheting and knitting. We even have a couple of people who just come along to socialise over a cup of tea and a biscuit. Volunteering here is so rewarding. I get so much back from being with the tenants, it's wonderful."

Bield volunteers are offered training, support, the chance to develop valuable skills and the opportunity to feel part of their local community. From supporting group activities to befriending, gardening and IT support, there's something for everyone. If you would like volunteers to help out at your development, please speak to your local manager or to find out more about our volunteers, visit www.bield.co.uk/join-us/volunteering





Fundraising Update

Well, this is odd – you're about to read my last ever Bield Bulletin article!

I hope you enjoy it – read on!

Elspeth Browne

Some of our long-serving staff and service users may remember a former Bield Board member Elspeth Browne. Elspeth was a qualified nurse and midwife from Selkirk with a vested interest in supporting people living with dementia.

Despite retiring from the Board in 2006, Elspeth remembered Bield fondly and maintained a keen interest in our activities. Sadly, Elspeth passed away last year but it transpired that she remembered us to the very end; very generously leaving Bield a donation of £25,000 in her Will. There were no restrictions on the gift which means we can use the money where there is the greatest need.

If you or your loved ones have benefitted from Bield's services, why not consider a gift in your Will to help more people in the future? You can decide to support a specific service, development or area or simply entrust us to use it in the best way possible.

For more information, please email business.support@bield.co.uk or give us a call on 0131 273 4000.

Trusts

There is even more good news with our grant applications. Not only have we received the second £35,000+ instalment of the People and Communities Fund monies and the £45,000+ Year 1 funding from the Bank of Scotland Foundation for the Whitehill services, it seems they come in 3s.

We have received a staggering £50,000 from the KMF Maxwell Stuart Charitable Trust. The reason behind the donation is a sad one - Kirsty Maxwell Stuart, the head of this family trust, passed away last year. She was the sister of our former Chair Katrina Turner and I had the pleasure of meeting her at Langvout Court in Biggar where she had made a few small grants to support the garden redevelopment there. With her passing, the Trust had to be wound up and so those charities supported in the past could reapply for further funding.

Her legacy will now continue to support the future development of Langvout's Garden as well as services at Thornhill Court in Falkirk and the volunteer development programme nationwide. What a fantastic way to remember a woman who spent her life helping others. Our thoughts and thanks go to her family.



Gardens at Langvout Court

So Long, Farewell...

In other news, by the time you read this, I will have left Bield after nearly 8 years. In that time, fundraising income has risen from £7,000 in 2010 to over £245,000 in 2017 – a 3,500% increase! This money has enabled some fantastic and genuinely life-changing services to begin such as our Evening Care services and the Bistros helping people living with dementia, their families, friends and carers.

These funds were raised thanks to the hard work and dedication of the staff that deliver these services and the team in the office that support me. And, of course most importantly because of donors and funders who have given us the money to carry out this work. Thank you to everyone that walked with me, listened to me and supported me. I leave behind over £250,000 to continue supporting these vital services – a legacy I'm very proud of.

I will be continuing my fundraising career with another very worthy charity Cruse Bereavement Care Scotland who some of you may be aware of.

I have enjoyed a fantastic 8 years at Bield and wish all those I leave behind the very best for the future. Thank you to everyone who has made my time here so memorable. Good luck one and all!



**To contact us about Fundraising please call 0131 273 4000 or
email business.support@bield.co.uk**

BURNS NIGHT CELEBRATIONS



Table decorations at Johnny Moat Place and Thornhill Court



Menus from Johnny Moat Place and Carntyne Gardens



Burns Supper cooked at Carntyne Gardens

7 TIPS TO HELP PREVENT DEHYDRATION

1. Drink small amounts of fluids throughout the day, rather than drinking large amounts all at once.
2. Five 8 ounce glasses of water per day is a good benchmark. Although everyone's needs are different, studies have shown that those who drink 5 glasses of water experience lower rates of fatal coronary heart disease.
3. Try to avoid coffee, alcohol and high-protein drinks, especially in large quantities, because they have a diuretic effect. This leads to a greater loss of body water, which can cause or exacerbate dehydration.
4. Drink water, milk or juice with every meal, and keep favourite beverages nearby.
5. Beware of early warning signs of dehydration. Warning signs include fatigue, dizziness, thirst, dark urine, headaches, dry mouth/nose, dry skin and cramping.
6. Remember that foods high in water, like fresh fruits, vegetables and some dairy products, can help you to meet your daily water needs.
7. Fear of incontinence can diminish the urge to drink voluntarily. Therefore, try to drink more during the day and limit drinking before bed. Additionally, drinking small amounts of water throughout the day may help.



CORONATION CHICKEN PASTRIES

Ingredients:

280g packet of chicken pieces
 1 packet of ready-rolled pastry (eg jus-rol)
 1 tbsp milk
 1 tbsp vegetable oil
 75g mayonnaise
 1 heaped tsp mango chutney
 15g sultanas
 1 level tsp curry powder
 1 level tsp turmeric
 Pinch of salt
 1 tomato, chopped into small pieces
 Fresh coriander, chopped.



Method:

- ◇ If you are using frozen chicken pieces follow the packet instruction to heat them thoroughly in advance. Set them aside to cool completely.
- ◇ Cut the pastry into six squares and shape each square into a "twisted corner case". (the jus-rol website has an easy tutorial).
- ◇ Mix the milk and oil and brush the pastry with this mixture. Bake at 220°/425°F/gas mark 7 for 12-15 minutes or until the pastry is golden brown.
- ◇ Meanwhile combine the mayonnaise with mango chutney, sultanas, curry powder and turmeric. Stir in the chicken pieces and season with a little salt if needed.
- ◇ Divide the coronation "chicken" between the six cases and decorate with a few tomato pieces and a sprinkle of chopped coriander.

EAT SAFE AWARD

Menzies Court in Cumnock were awarded an Eat Safe Award on 25 January for exceptional standards of hygiene, cleanliness and food safety.

The award was presented to members of staff at the development by local councillor and cabinet member for Older People and Community Safety, Jim McMahon with the Environmental Health Officer also in attendance.

Marie Reid, Manager said: "Our team at Menzies Court work extremely hard to deliver the highest standards of hygiene and cleanliness, so the award has been a great wee boost for staff in the development."

The development is one of only eight food providers with an Eat Safe Award in East Ayrshire. The Eat Safe Award recognises businesses who have not only met the correct standards required by law, but have gone above and beyond the recommended legal requirements for food premises.



Cooks: Faye and Mary

Well done to all staff at Menzies Court!

VALENTINES DAY



Carron Court, Bathgate

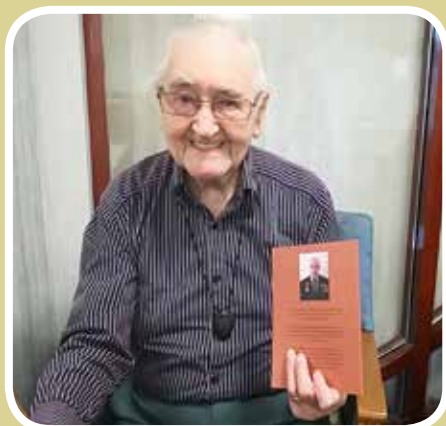


Church Court, Dumbarton



IN THE NEWS

Our tenants are hitting the headlines...



96-Year-Old Explores Next Chapter

William Glen, a tenant at Bield's Carntyne Gardens retirement housing, developed a love of writing after retiring from work as a plumber and has spent months writing and planning his book titled 'After the Panic' which is now available on Kindle.

Mr Glen, who writes under the ghost name Glen Williams, tells a fictional story of a disagreement between South American drug barons that leads to a bomb being left on a busy cruise ship.

96-year-old William Glen has just published his first novel – which centres on a fight between South American drug barons.



¡Adios a Dementia!

Coxton Gardens in Glasgow, have been boosting their memory skills with weekly Spanish classes, put on by one of the care assistants.

Mariana Popa, Care Assistant, said: "I was looking into some activities that we could organise for our tenants here as part of my personal development framework, and was keen to break away from the stereotypical notion that all older people want to play games such as bingo and dominoes.

AN 86-YEAR-OLD from Glasgow recently remembered his fellow veterans on Remembrance Sunday in George Square.

Private Andrew Glassford, a tenant at Bield's Loch Laidon Court development served in the 1st Battalion Black Watch in both Korea and Kenya between 1952 and 1954.

Originally a joiner, Private Glassford had to abandon his post as he was drafted to South Korea to support British involvement in the Korean War before being moved to Kenya to help suppress the Mau Mau uprising in Kenya. Private Glassford said: "My memories of my time spent serving are of course mixed.

"At times, you could say things got a little bit rough and wild, but I was part of a great bunch of men, we all stuck together throughout. I was fortunate enough to have kept in contact with a few of them over the years upon finishing my time serving."



Private Andrew Glassford

Visit our website

www.bield.co.uk/news

to view all articles in full

NEIGHBOURHOOD NEWS



Many congratulations to Mary Fraser McClements of Hillcrest Court, Cumbernauld who celebrated her 100th birthday in January.



Many Congratulations to Pat Mills of Kirkton Court, Kirriemuir who recently celebrated his 100th Birthday.



Congratulations to Teenie Potter of Johnny Moat Place, Prestonpans who celebrated her 97th birthday in February.



Congratulations to Helen Murray of Johnny Moat Place, Prestonpans who recently celebrated her 80th birthday.



Best wishes to Eileen Restorick of Johnny Moat Place who recently celebrated her 75th birthday.



Best wishes to Norma Docherty of Douglasfield in Dundee who celebrated her 70th birthday in November.



Margaret Sneddon of Crosshill Gardens making snow angels.



Service Users at Langvout Court, Biggar enjoyed a visit from Edwardo and Wilson from Therapy Ponies Scotland.



Mother and Son, Elizabeth and David Dunn of Brae Court, Linlithgow celebrating Mothers Day.



Congratulations to Gordon Matheson of Crosshill Gardens who recently celebrated his 80th birthday.

The life story of Moniek Garber formerly of Homeshaw House, Newton Mearns was featured by **Gathering the Voices**.

This project has gathered and made available online oral testimony from men and women who escaped Nazi persecution and sought sanctuary in Scotland during WW2.

Sadly Moniek passed away late last year. His remarkable story can be found online: <https://youtu.be/R39Y8Gn5crE>



Grannie Annie's War Time Diary was a hit last year when Shoogalie Road Productions performed at Whitehill Court, Kirkintilloch. Find out more about forthcoming shows on Shoogalie Road's Facebook Page.



Jim Quinn of Crosshill Gardens was given a donation of biscuits, sweets and treats for the tenants lounge by the local Co-op store.



Tenants at Abercrombie Court, St Monans held a Christmas coffee morning and raised £85.50 for Coastwatch Scotland.



Tenants at Oakbank in Alexandria were delighted after McKenzies Bar held a fundraiser and donated £500 towards their Social Fund.



John Thompson of Craigengar Park, Livingston donated £7398 to 6 Day Care Centres in West Lothian after he swam half a mile in the Xcite swimming pool in Bathgate.



Specsavers visited Blackfaulds Court, Fauldhouse in January to talk to tenants and staff about different eye conditions. Tenants wore simulation glasses to see what it would be like to live with an eye condition.



Children from Kinneil Nursey in Bo'ness make weekly visits to tenants at Dean Court. They enjoy chatting, drawing, reading stories and singing.



Christmas party at Armadale Court, Greenock



Christmas party at Baldwin Court, Penicuik



Christmas at Glebe and Warrick Court, Cumnock



Hogmanay at Highcrofts, Dalmellington



Festive lunch at MacKenzie Court, Grangemouth



Making banners at Loch Laidon Court, Glasgow



Tenants at Crosshill Gardens, Port Glasgow presented children with a festive hand knitted covered chocolate orange.



New Years Day lunch at Glebe and Warrick Court in Cumnock



Christmas carols at Whitehill Lodge, Dalkeith



Lloyds Banking Group employees Laura and Arlene visited Dean Court in Bo'ness as part of their "A day to make a difference" scheme. They helped to dress the Christmas tree.





Pupils from Deans Community High School visited Pentland View Court in Livingston and spread lots of Christmas cheer giving away hampers to some of our tenants.



Pupils from Vale of Leven Academy are giving residents at Oakbank, Alexandria the opportunity to learn basic digital skills. They have learned how to connect with families abroad, listen to music and do online shopping.



Valentines Day celebrations at Oakburn Park Day Care in Milngavie.



Celebrating Valentines Day with a vintage tea at Carlow Court in Leven.



Burns Day celebrations at Loch Laidon Court, Glasgow.



Valentines Day lunch at The Croft, Alexandria



Play Your Cards Champion Steve Moore of Armadale Court, Greenock.

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

Some of your news is so lovely that we like to share it on Facebook and Twitter. Please let us know if you'd rather they are only published in the Bulletin.

WORDSEARCH

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

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



**Beehive
Blossoming
Bright
Cheerful
Chirping
Daffodil**

**Floral
Gardening
Growing
Hatching
Outdoor
Pretty**

**Rainy
Refreshing
Springtime
Sprouting
Sunshine
Warm**

WORDSEARCH WINNERS

Congratulations to **Gerard O'Neil** of The Croft and **J Robertson** of Mearnsview Court - the winners of the last wordsearch competition.

The correct answer was: **Maids A Milking.**

ANSWER: _____

NAME: _____

ADDRESS: _____

**ENTRIES SHOULD BE
RETURNED BY 25TH
MAY 2018 TO:**

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