



**& a Happy New Year to All**  
From the Staff  
at Viewpoint

## Bulb lasagna

Naomi Anderson, City Park

Now is the time to start planting bulbs. They bring such a welcome burst of colour to the garden early in the season. If you are planning to plant bulbs why not try a bulb lasagna?



I had never heard of a bulb lasagna till recently and it's something I'm keen to try. You will need a large outdoor pot, a selection of bulbs and compost.

Make sure the pot has drainage holes, you can place small rocks or broken pots over the drainage holes if you want but that isn't strictly necessary if you're using good compost but I always add something to the bottom of pots.

Each bulb needs to be planted at different depths. After covering the bottom of the pot with a layer of compost add a layer of the bulbs that are largest and latest flowering. These could be tulips or alliums possibly but you will have your own preferences.

Cover these with another layer of compost then add the next layer of bulbs, hyacinth perhaps? Another layer of compost then add your final layer of bulbs. These should be the smallest and earliest flowering bulbs. Snowdrops would be ideal for this layer. Finish off with a final layer of compost then sit back and wait for a riot of colour all spring long.

If you do plant a bulb lasagna don't forget to share your photos in the spring, we'd love to see them.

## Find the Reindeer and Win £25 Shopping Voucher

Throughout Winter Newspoint, there are lots of reindeer – some hidden and some not so hidden.

To win a **£25 shopping voucher** all you have to do is to count the number of reindeer and enter by phoning or texting Heather at 07554 389 180 or writing to us at 4 South Oswald Road, Edinburgh, EH9 2HJ. Remember to give your name and address. The winner will be chosen from all those who submit the correct answer.



The closing date for entries is **Friday 7 January 2022**

### Office Opening Hours

Monday, Tuesday & Thursday  
9am - 5pm

Wednesday  
10am - 5pm

Friday  
9am - 4.30pm

Telephone  
0131 668 4247

Freephone Repair Number  
0800 345 7347

Email  
admin@viewpoint.org.uk

Website  
www.viewpoint.org.uk

### Contacting us Over the Festive Period

Our office will be closed on the following dates:

- Friday 24 December 2021  
Closing at 4pm
- Monday 27 December 2021
- Tuesday 28 December 2021
- Friday 31 December 2021  
Closing at 4pm
- Monday 3 January 2022
- Tuesday 4 January 2022

### How to Report an Emergency Repairs when the Office is Closed

If you have an emergency when the office is closed either

- Telephone: 0800 345 7347
- Or Pull the cord of your alarm call system



# WELCOME TO OUR WINTER EDITION OF NEWSPOINT

So here we are again, clocks have changed, it's colder and Christmas is coming. This edition of Newpoint has news from across the organisation along with updates on key areas of our business and how we are moving forward still with our eye on the pandemic and the ongoing concerns and challenges that we are still presented with on a day to day basis.

So here we are again, clocks have changed, it's colder and Christmas is coming. This edition of Newpoint has news from across the organisation along with updates on key areas of our business and how we are moving forward still with our eye on the pandemic and the ongoing concerns and challenges that we are still presented with on a day to day basis. As I write this I am aware that the First Minister will make further announcements tomorrow. We would hope that there are no further lockdowns but we cannot ignore the increasing number of cases in our communities. Despite the concern we continue to try and get back to 'normal' particularly around our maintenance and undoubtedly many of you will have seen contractors in our properties as we try to get back on target with our planned maintenance programmes.

Firstly, I hope that all of you and your families have kept safe and well. I think it is fair to say none of us expected the pandemic to still be such a big part of our lives. For most of our staff being at their place of work delivering care and support has been the norm and that never changed during lockdown. However it has taken its toll on many of our staff, not that they complain. Like many other organisations sickness levels have risen, some staff have left the sector and there are challenges to recruit new staff. As CEO, I am extremely proud of our staff, they have worked so hard and shown outstanding resilience from the start of the pandemic.

It was really wonderful to finally get out and about at some walkabouts recently as I have missed not seeing you face to face. I was at Croft an Righ and Gillespie and many of you took the opportunity to raise your concerns and frustrations. I know that many of you attended other sessions and also took the time to talk to us. It is hoped that in the New Year we can get back to meetings and again I look forward to attending some of these and hearing about your experiences as a Viewpoint tenant and of course what we do well and where we can improve.

Going forward we are in the planning stages of writing a 3 year Strategic Plan and I will be linking in with our Tenants' Groups in the New Year to discuss this with them. We are always keen to get our tenants involved and hear your views so if you'd like to be involved in our Edinburgh or Fife Tenants' Group please let us know.

We wanted to use this newsletter to talk to you about the changes we have had to make to our services, to reassure you about the systems we have in place to maintain services, and that we remain positive that we will be able to deliver on some more of our planned maintenance works before the end of March 2022. It is also important to highlight that we are currently working on our draft budget for next year to ensure that we can deliver on our strategic plan and objectives for 2022/23 including our commitment to spend £5m on improving our existing stock.

As you are aware there is an expectation that we will achieve an energy efficiency standard called EESSH2 (Energy Efficiency Standard for Social Housing). EESSH2 is a follow up to EESSH, which was created to help remove poor energy efficiency as a driver for fuel poverty and to contribute to achieving the Scottish Government's climate change emissions reduction targets. With the diverse nature of our stock we need to have accurate data for every property including the current energy efficiency. To ensure we have this data we need to survey all our stock within the next few months. Further information regarding this will be communicated out to you all soon.

There is so much more I could say but to be honest there's much more interesting articles to fill the pages!

However before I finish I would like to talk about a member of staff who we lost suddenly just a few weeks ago...

On Tuesday 28 September I was both privileged and extremely honoured to attend a lovely surprise event at Lennox House Care Home for

Joanna Jablonska. Joanna was celebrating 30 years with us as a carer at Lennox House. I was so proud to be able to say a few words to Joanna in front of her friends, colleagues and care home residents who were all there to celebrate her wonderful achievement.

It was therefore a terrible shock to all of us but particularly to her colleagues and the residents at Lennox House when we were told of the shocking news of Joanna's sudden death just a few weeks later. There are no words that can describe the loss that has been felt across the organisation. I am truly grateful that I was able to be there to celebrate Joanna's 30 years' service and so sad that we have lost such a wonderful, caring, fun and hard working person. Lennox will not be the same without her.

I hope you enjoy reading this winter edition newsletter, which has a fantastic range of stories and information to help support you. We will continue to update information regularly through our staff and on our website at [www.viewpoint.org.uk](http://www.viewpoint.org.uk). If you have any queries or need further information, please do not hesitate to get in touch.

This remains a challenging time for us all. I want to thank all of you for your ongoing support and for sharing both your positive and negative experiences. It is important that we listen and learn from your experiences and use that learning to continue to improve how we deliver our services.

As this year draws to a close, I hope that you and your families remain safe and well and that you have a very Merry Christmas and a happy New Year!

*Jean F. Gray*

Stay safe and take care  
**Jean Gray**  
Chief Executive



## Please Respect our Staff

We know that sometimes you have to contact us because you are frustrated that something has not been done on time or you are dissatisfied with the standard of work. We really value your feedback and use this information to help us to improve our services. We are also fortunate that most of our customers deal with us fairly and with respect.

However, a minority of our customers do act in an unacceptable manner when communicating with us. This is why we have an

Unacceptable Actions Policy. This policy allows us to restrict contact with customers who are continually abusive or aggressive. It outlines how appropriate action will be taken if our staff or indeed other customers face verbal or physical threats, racist behaviours or abusive language. Any action will be followed up in writing in line with our policy.

The wellbeing of our staff is important to us. Please treat them with the respect they deserve. A copy of the Unacceptable Actions Policy is on our website at [www.viewpoint.org.uk/media/2080/unacceptable-actions-policy-procedures.pdf](http://www.viewpoint.org.uk/media/2080/unacceptable-actions-policy-procedures.pdf) or you can ask a member of staff for a paper copy.

# Rent and Service Charge Consultation 2022/23

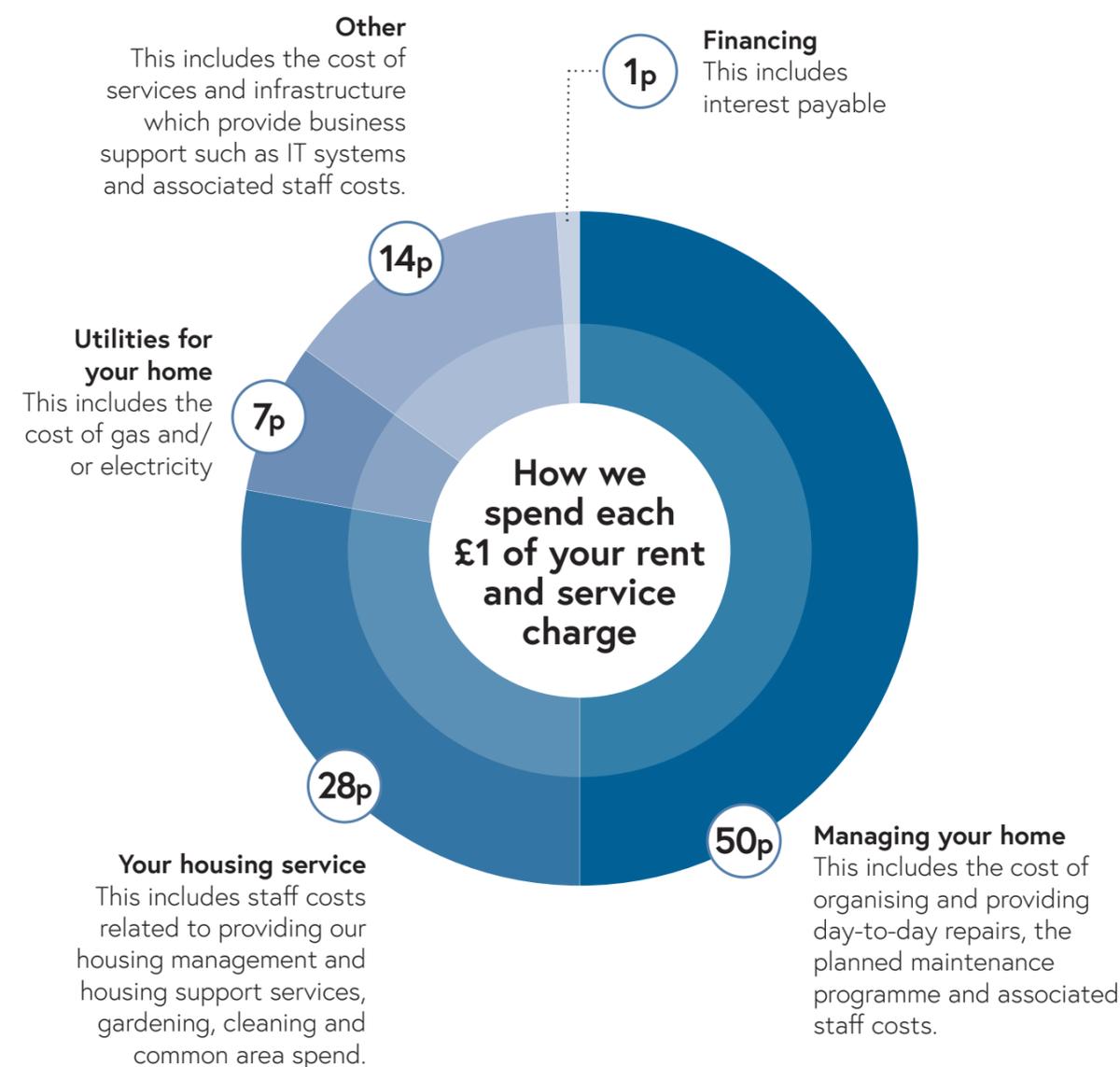
# Changes to the Executive Team

You will have already received this information through the post and it is on our website.

In summary the proposal is:

## 2.9% increase in your rent

This would mean that your rent would increase by between £9.61 and £16.44 per month depending on the size and type of property that you live in.



Jean Gray, Chief Executive

Since 2019, we have been looking at the organisational structure within Viewpoint and initially I chose to keep the focus on the operational teams and ensure we have internal structures that deliver what we require as an organisation.

I fully appreciate this evolves as priorities change and we will continue to look at the staffing models for Viewpoint.

As we start to look at our future longer term strategic direction coupled with some of the challenging decisions we will have to make regarding our stock and our ability to comply with some of the legislative requirements, I have with the backing of the Board decided to split the role of Director of Finance & Assets.

The decision to do this is two-fold. Going forward I need the Director of Finance (Howard Vaughan) to be focussed on analysing the financial horizon and completing the necessary sensitivity analysis and scenario planning to ensure we remain financially strong and independent as an organisation. We also need to be financially prepared for any significant business decisions we have to make in the future. Therefore, we also need to ensure we are able to access additional available funding whilst ensuring that our current loan portfolio is serving our business positively.

This will allow the Director of Assets to focus not only on the existing retrofitting of our stock and delivering on our planned maintenance promises, investing the £5m we said we would, but also to review our stock data and consider EESSH2 as well as meeting the net zero challenges. As we move forward we will look at building new stock at a time where costs are higher; contractors are fewer and negotiations are more time consuming.

With all that in mind I am pleased to announce that we have appointed Tom Hainey as the interim Director of Asset Management for a period of approximately 12

– 18 months. Tom has a wealth of relevant housing and assets experience gained during a career spanning over 35 years in the sector. Tom started with us on 29 November.



Remember to fill in the questionnaire that was sent to you (or ask a member of staff for a copy of this if you have misplaced it). Please return the questionnaire by:

- Posting in the ballot box in your complex if you have one
- Posting the questionnaire in the freepost envelope provided
- Completing the survey online at [www.surveymonkey.com/r/2FNL8LV](http://www.surveymonkey.com/r/2FNL8LV)
- Emailing your responses to [tp@viewpoint.org.uk](mailto:tp@viewpoint.org.uk)

The closing date for the return of surveys is **5 January 2022**.

The results of the survey will be provided to the Board in February 2022, when they will take a final decision on rent and service charges from April 2022. Tenants will be notified of the outcome at the end of February 2022.



## New Staff at Viewpoint

### Carol Fairfull Enhanced Supported Housing Coordinator.



I joined Viewpoint Housing in October 2021. I come from a Social Work background, which I had done for the past 21 years. I also worked as a weekend warden for 6 years at a Sheltered Housing Complex. Both jobs gave me the experience and confidence to apply for a Coordinators post at Viewpoint. I have already had

good experiences with both staff and tenants and looking forward to my time working here.

**Fun Fact:** I am a keen gardener, painter and decorator. I enjoy knitting, singing on the karaoke (not that I am any good at singing), walking, and spending quality time with family and friends. I also like to draw and paint pictures in my spare time. I like a good party where I can get up and dance.

### Naomi Anderson Retired Housing Assistant.



I'm absolutely delighted to join Viewpoint as the Retired Housing Assistant at City Park in St Andrews. Viewpoint is the third housing association I've worked with, having previously worked with Ark and Trust Housing Associations. However I actually started my career as a nurse before moving into community education then finally, social care.

I downsized and moved to the beautiful East Neuk shortly before lockdown and although I have three children none of them live locally. Much of lockdown was spent doing DIY and getting things just

the way I want them in my new home. I was glad when lockdown lifted as I was exhausted!

St Andrews is just a short hop away for me and City Park is a beautiful development so it feels like the final part of the jigsaw has fallen into place. Everyone has been so welcoming and I'm really enjoying putting my own stamp on the development. Thankfully there is no DIY involved.

**Fun Fact:** Although none of my children live locally they all visit for a holiday by the sea. My guest room has been put to good use. The rest of the time I enjoy the company of a small fur family. I have a wee black cat called Sophie and a large springer spaniel called Hugo.

## Your TV Licence is Changing



Over the years, many of you will have been added to your complex concessionary TV licence if you live in sheltered or enhanced sheltered housing, which Viewpoint covers for a reduced fee. Unfortunately, due to the requirement of having staff living on site for a concessionary licence to be awarded, our complexes no longer qualify.

At the end of each licence going forward, it is likely that your property will be liable for a full paying licence if you are under the age of 75. TV Licensing will send you a letter if this is the case informing you and letting you know how to pay your licence. If you are over the age of 75, you will be able to apply for a free TV licence if you live in sheltered or enhanced housing. How to do this will also be included in your letter from TV Licensing. We understand this may be a disappointment to some of you; however, this is the policy of TV Licensing UK. You can see more about this on their website [www.tvlicensinguk.co.uk](http://www.tvlicensinguk.co.uk)

## Tenant Satisfaction Survey 2022

Some of you may be thinking 'oh no not another survey – nothing will happen anyway'.

However, before skipping to the next article please remember that earlier this year tenants in sheltered and alarmed housing were asked to take part in the Housing Support Survey. The results of the survey clearly indicated that tenants did not want to lose the services they have. This was taken on board by us and the service redesign means that the present level of service will be retained with no additional housing support charges. **This proves that we do listen and that your opinion really matters to us.**

Every three years we are required to carry out a comprehensive customer satisfaction survey. Our tenant satisfaction survey was due to be carried out earlier this year, but was deferred due to the pandemic.

This survey is a requirement of the Scottish Housing Regulator, who monitors performance; however, be assured, it is important to us to know what you think about our services. The results will be

used to look at our services and ways to improve them to meet your needs now and in the future.

We are currently preparing for this survey, which will take place between January and March 2022.

An external contractor, who has still to be appointed, will carry out the survey for Viewpoint. The contract is currently out to tender and we will let you know who the contractor will be in the near future.

We are asking that the contractor carry out the work primarily through a postal survey. The survey will also be available online, in large print and, if required, in alternative languages. For those who need assistance with the survey or who are unable to complete the paper or online survey arrangements can be made for the contractor to carry this survey out by telephone.

Once the survey is complete, the contractor will collate this information and provide a report for us to take forward to plan.

We will give you feedback, primarily through Newspoint, on the outcomes, the plans which come out of the outcomes and the implementation and changes to services.

I do hope that you will take part and complete the survey when you receive it.

If you have any queries about the Tenant Satisfaction Survey, or any particular requirements to assist you in completing the survey then please do not hesitate to contact Heather Jeffrie, Tenant Participation and Communications Coordinator by

- Phoning or texting **07554 389 180**
- Emailing [tp@viewpoint.org.uk](mailto:tp@viewpoint.org.uk) or
- Write to our offices at 4 South Oswald Road, Edinburgh, EH9 2HG.

# Keeping Warm in Winter

Colin Dumma, Energy Project Lead

**Yes, winter is here again and the annual tips on saving energy whilst heating your home comes with it.**

The following are some simple points of guidance that we can all use to keep warm and save on energy costs. Reducing energy use is more important than ever this year with rising prices and the loss of many energy providers reducing the opportunities to switch suppliers and source cheaper tariffs.

It may seem like we're banging the same drum each year but small changes can make a difference and here are some useful proven tips.

I hope that you can utilise some or all of the below tips and they help to reduce your energy use.



- Ensure you keep windows and doors closed when you are heating your home.
- Keep internal doors closed to rooms that are not heated.
- Close curtains and blinds – this reduces the amount of heat escaping through glazing.
- Wear an extra layer of clothing rather than turn up the heating thermostat.
- Turn the room thermostat down by 1°C and wear an extra layer of clothing if you can.



- If you are in your home most of the day try to heat the room you are mostly in during the day.
- Turn off heaters in bedrooms or other rooms that are not used.
- Only heat the water you need - take a shower instead of a bath.
- Boil the kettle to get hot water to wash dishes etc. instead of heating a full cylinder of water.



- If you are on an 'off peak electricity tariff', use appliances such as washing machines, tumble dryers, dish washers etc. during off peak times.
- If you qualify for the winter fuel allowance use this towards heating your home.
- Turn off appliances that are not being used and turn off lights etc. in rooms that are not occupied.

## Viewpoint partner with Utility Aid to achieve best value energy prices

Howard Vaughan Director of Finance

**During 2020, Viewpoint embarked on a new partnership with Utility Aid.**

Utility Aid are a UK national broker who work primarily in the not-for-profit sector with 30 energy suppliers and, as such, can achieve highly competitive prices for their clients through their bulk buying power.

Utility Aid carried out a full tendering exercise on Viewpoint's behalf for gas and electricity supplies. As a result, we were able to obtain the lowest prices available on the market at that point. Our gas contract was with Gazprom and our electricity contract with SSE.

As our broker, Utility Aid continue to monitor energy prices on a daily basis and they contacted us in May this year concerned that prices were going to continue to rise through to 2025. Consequently, they

recommended that we entered into longer-term agreements, again with our current providers Gazprom and SSE, which would protect us against the current and expected longer-term price volatility in the energy supply market.

Since these conversations with Utility Aid, it is fair to say that gas prices in particular have soared and these have been a concern for all consumers. Because of these longer terms deals we would expect that we would be able to limit any exposure to you from significant price increases in your energy costs. This will provide you with more certainty and stability around this key area of household cost.

Viewpoint remain committed, through our robust procurement processes and working with partners such as Utility Aid who share our values, to obtaining high quality, value for money services for all our customers.



## Re-Tendering for Alarm receiving Telecare Services

Anne McCarry, Head of @HOME and Housing Support

Another update for our tenants who currently have warden call systems, pull cords etc. is that Viewpoint are currently in the process of re tendering for our out of hours contact receiving service, which is currently being provided by Hanover Telecare.

When we get to the point of tendering the contract tenants who have noted their interest with involvement around procurement and tendering will be contacted by Heather Jeffrie, our Tenant Participation and Communication Coordinator, to seek your participation on this process.

As soon as we have awarded a contract we will write out to you with the details of who was the successful contractor.



# Help with Utility Costs



## Warm Home Discount Scheme

### Overview

You could get £140 off your electricity bill for winter 2021 to 2022 under the Warm Home Discount Scheme.

The money is not paid to you - it's a one-off discount on your electricity bill, between October and March.

You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity. Contact your supplier to find out.

The discount will not affect your Cold Weather Payment or Winter Fuel Payment.

Firstly your energy supplier needs to be part of the scheme and you need to contact them.

### Eligibility

There are 2 ways to qualify for the Warm Home Discount Scheme:

1. If you get the Guarantee Credit element of Pension Credit – Called the Core Group. You will receive a letter between October and December 2021 telling you how to get the discount. Your letter will say you need to call them by 28 February 2022, The discount will be applied to your bill by 31 March 2022.

### If you do not get a letter

Contact the Warm Home Discount helpline if you do not get the letter by 31 December and you think you're eligible for the 'core group'.

Warm Home Discount helpline

Telephone: **0800 731 0214**

Monday to Friday, 8am to 6pm

Address: Warm Home Discount

Blue Zone, Ground Floor Phase 1  
Peel Park  
Brunel Way  
Blackpool  
FY4 5ES



Do not contact the Warm Home Discount helpline if you're not eligible for the 'core group'.

2. You are on a low income and meet your energy supplier's criteria for the scheme – know as the Broader Group.

### Pre-pay or pay-as-you-go meters

You can still qualify for the discount if you use a pre-pay or pay-as-you-go electricity meter.

Your electricity supplier can tell you how you'll get the discount if you're eligible, for example a voucher you can use to top up your meter.

## Winter Fuel Payment

### Who can claim it?

You may be eligible for Winter Fuel Payment if you have reached State Pension age. You can visit [gov.uk/state-pension-age](https://www.gov.uk/state-pension-age) to find out when you qualify.

### How much is it worth?

You'll get between £100 and £300 each winter. Most payments are made automatically between November and December. The payment you get is based on your age, whether you receive certain benefits and who you live with. If you live with someone else who is eligible, the payment is split between you.

Go to Gov.uk for a list of the different payment rates.

### How do I claim?

If you received a Winter Fuel Payment last year, you should get your payment automatically this year. You should receive a letter with details of the payment you will receive at least three weeks before the payment is made.

If you didn't get a Winter Fuel Payment last year, but you're receiving State Pension or certain other benefits such as Pension Credit, contact the Winter Fuel Payment Helpline to make a claim on 0800 731 0160. You only need to claim once – after this, you'll receive payments automatically every year.

## Cold Weather Payment

### Who can claim it?

Cold Weather Payments are made when the temperature falls below 0°C for seven days in a row. It helps people on a low income with their fuel costs, so you might be eligible if you're getting Pension Credit or certain other benefits. You won't be eligible if you're living in a care home.

### How much is it worth?

You'll receive £25 each time the average temperature falls below 0°C for seven days in a row between 1 November and 31 March.

### How do I claim?

If you're eligible for Cold Weather Payments, you should receive them automatically. If you think you should have received a payment but haven't, contact your pension centre.

This year's scheme is due to start on 1 November. Visit [gov.uk/cold-weather-payment](https://www.gov.uk/cold-weather-payment) then to find out more.

If you need any assistance, advice or information on any of these please contact Eleanor, our Welfare Benefits Advisor, for assistance. Eleanor can be contacted on **0131 662 5144** or email [eleanor.eccles@viewpoint.org.uk](mailto:eleanor.eccles@viewpoint.org.uk).



# Viewpoint Annual General Meeting 2021

## Viewpoint held their second virtual Annual General Meeting (AGM) on 21 September 2021, with 21 Viewpoint members in attendance, virtually or by proxy.

Bringing a whole lifetime's experience in Environmental Health, Mr Jack Clyne at Balfour House was appointed to the Board of Management as a Tenant Board Member. You can read more about Jack and the Board here: [www.viewpoint.org.uk/about-us/our-people/](https://www.viewpoint.org.uk/about-us/our-people/)

Members had been invited to submit questions to the Board, which generated some good discussions about marketing of vacancies

in Kilravock, re-opening of communal spaces, meetings between residents and Viewpoint staff and the Housing Support Review.

You can read more about the AGM, together with the Annual Report from the Chair, here:

[www.viewpoint.org.uk/media/4469/report-on-agm-2021.pdf](https://www.viewpoint.org.uk/media/4469/report-on-agm-2021.pdf)

Are you interested in becoming a Viewpoint Member and get the opportunity to attend and vote at Annual or Special General Meetings? If so, we invite you to check for more details and how to apply here: [www.viewpoint.org.uk/about-us/become-a-member/](https://www.viewpoint.org.uk/about-us/become-a-member/)

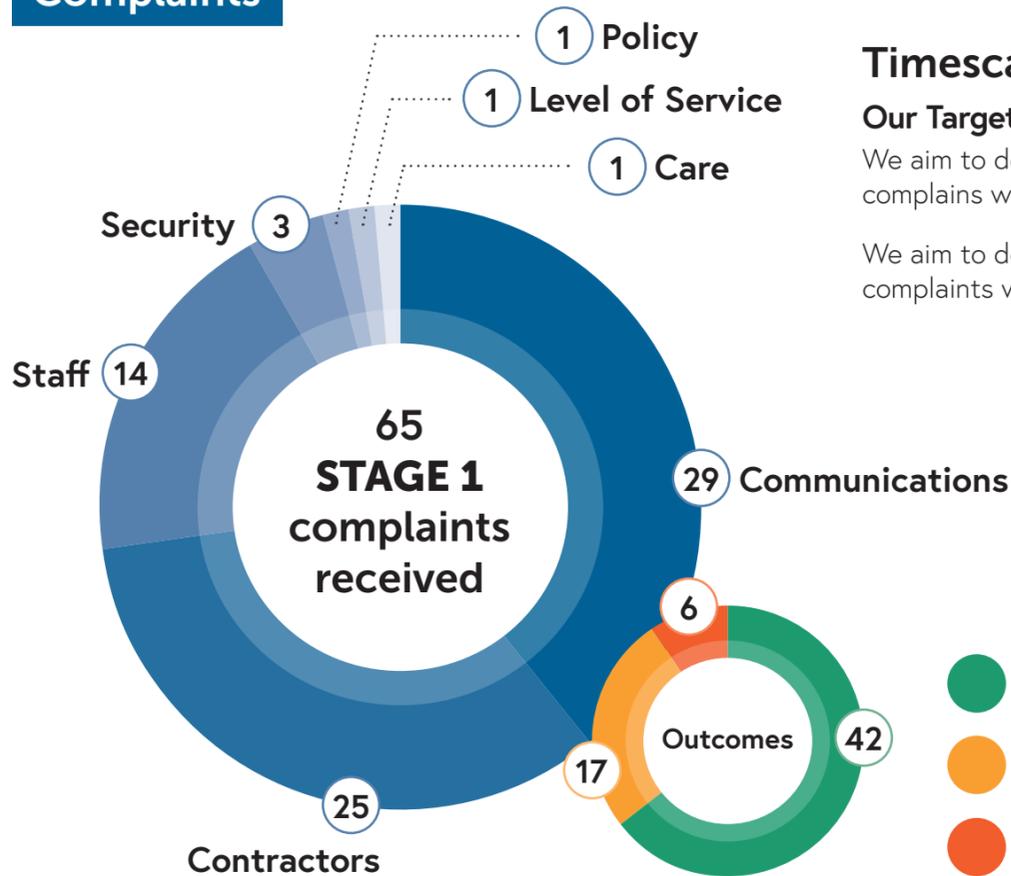
Alternatively, simply speak to any member of our staff.

## Summary of Customer Complaints and Compliments 2020-2021

This article summarises our complaints and compliments received between 1 April 2020 and 31 March 2021.



### Complaints



### Timescales for Complaints

#### Our Targets

We aim to deal with Stage 1 complains within 5 working days

We aim to deal with Stage 2 complains within 20 working days

#### Our Performance in 2020/2021

Stage 1 Complaints – average time to respond was 6.16 working days

Stage 2 Complaints – average time to respond was 18 working days



Some complaints contained multiple issues so break down does not add up to the same as numbers received

1 complaint carried forward into the next year as it was received in March 2021.

### Lessons Learned

In addition to recording outcomes, we also consider any improvement opportunities and/or learning outcomes that can help us ensure that we improve our services. During 2020/21, the following issues were highlighted:

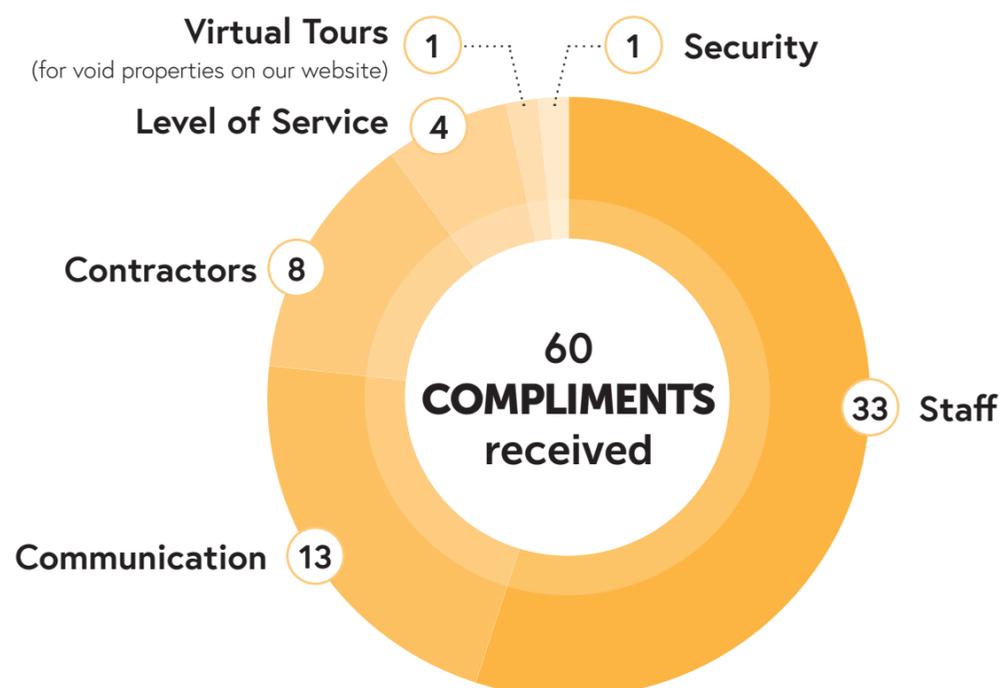
- Need to keep tenants updated on ongoing repairs and for contractors to make appointment with tenants prior to attending. Some improvement opportunities in relation to contractor management, post work inspections and staff training were also identified.
- Following a complaint from one of the care homes, we improved Wi-Fi

accessibility for residents; in order to better support them to use a wider range of technology such as WhatsApp and Alexa, which we hope will support with communications, including complaints and compliments.

- A technical issue affected complaints being picked up quickly and this affected out stage 1 complaint response time. As a result, we have improved the way these are managed and we now test the online complaints submission form every week to satisfy ourselves that this remains functional.
- We are currently looking at ways we can ensure that where we have identified actions required or lessons learned that these are delivered and implemented.

### Compliments

In the same way that we learn from complaints, we also try to learn from compliments. This allows us to see what works well and to try to use this information in delivering other services.



# Plea to Tenants

Anne McCarry, Head of @HOME and Housing Support

We would like to take this opportunity to remind tenants about the need to keep Viewpoint and Hanover Telecare up to date with your own contact details and that of your key holders and Next of Kin.

We also wish to remind you of the expectations of the role of your chosen Key holders and the need for you to make sure they also understand what we need from them by being your named key holder.

Should your inactivity in your property activate and make Hanover telecare or us aware that there has been no movement detected in your property, the process we follow is as follows:

- Hanover telecare or Viewpoint will attempt to make contact with you via your contact details. If we are unable to make contact with you to assure us, you are safe and well, we will then escalate this search by contacting your named key holder to ask if they have heard from you or seen you recently. If they respond by stating, they do not know where you are or have heard from you recently, we will ask them to visit your property to check on you.

- Before if, they were unable to do this Hanover or we would then ask the emergency services to carry out a welfare check. This option is no longer available to us, as the emergency services are continually facing increasing pressures on their services, and have notified us they will no longer follow up welfare checks unless there is good reason to suggest your welfare is at risk.

So please take this opportunity now to check your details and that of your Key holders is correct, if not please contact Viewpoint or your housing coordinator to update us of your changes and we will ensure Hanover Telecare are also updated of any changes.

We would also ask again that if you are planning to go away for a full day or more, to please either let Hanover telecare know and/or your onsite coordinator where applicable, so we do not contact you or your key holders unnecessarily if we get notified of inactivity within your property.



# Help with your IT



## Tap into IT works in partnership with Viewpoint to help residents to tap into the benefits of the internet and technology.

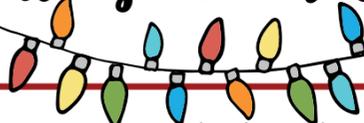
Despite all the restrictions over the past year, we have had the privilege of meeting quite a few of you, online or in person more recently. We have created an online Advent Calendar to showcase the amazing content that is available on the web. We are hoping that this resource will encourage those of you who we have been meeting with online and others to take the opportunity to embrace the skills that you have learned throughout the year and, hope too, that it keeps you entertained, at a time when many may feel very lonely.

The Online Advent Calendar counts down to Christmas from 1 - 24 December, there is a door to open every day, and includes competitions with prizes, online games, videos, music, recipes, activities and a few other fun things. The online Advent Calendar can be accessed from [www.tapintoit.org.uk/advent-calendar-2021](http://www.tapintoit.org.uk/advent-calendar-2021).

If you are a Viewpoint resident and get a new gadget for Christmas (-or in the Black Friday Sales) and need a hand with it, give us a call on **0131 228 5716 / 07505555011** or email [mike.ellis@tapintoit.org.uk](mailto:mike.ellis@tapintoit.org.uk).



# Christmas Wordsearch



c	f	a	s	h	v	u	d	k	d	c	q	e	k	s
r	z	b	e	a	l	v	f	s	a	o	q	w	t	s
e	p	d	m	y	m	s	y	l	l	o	h	n	q	t
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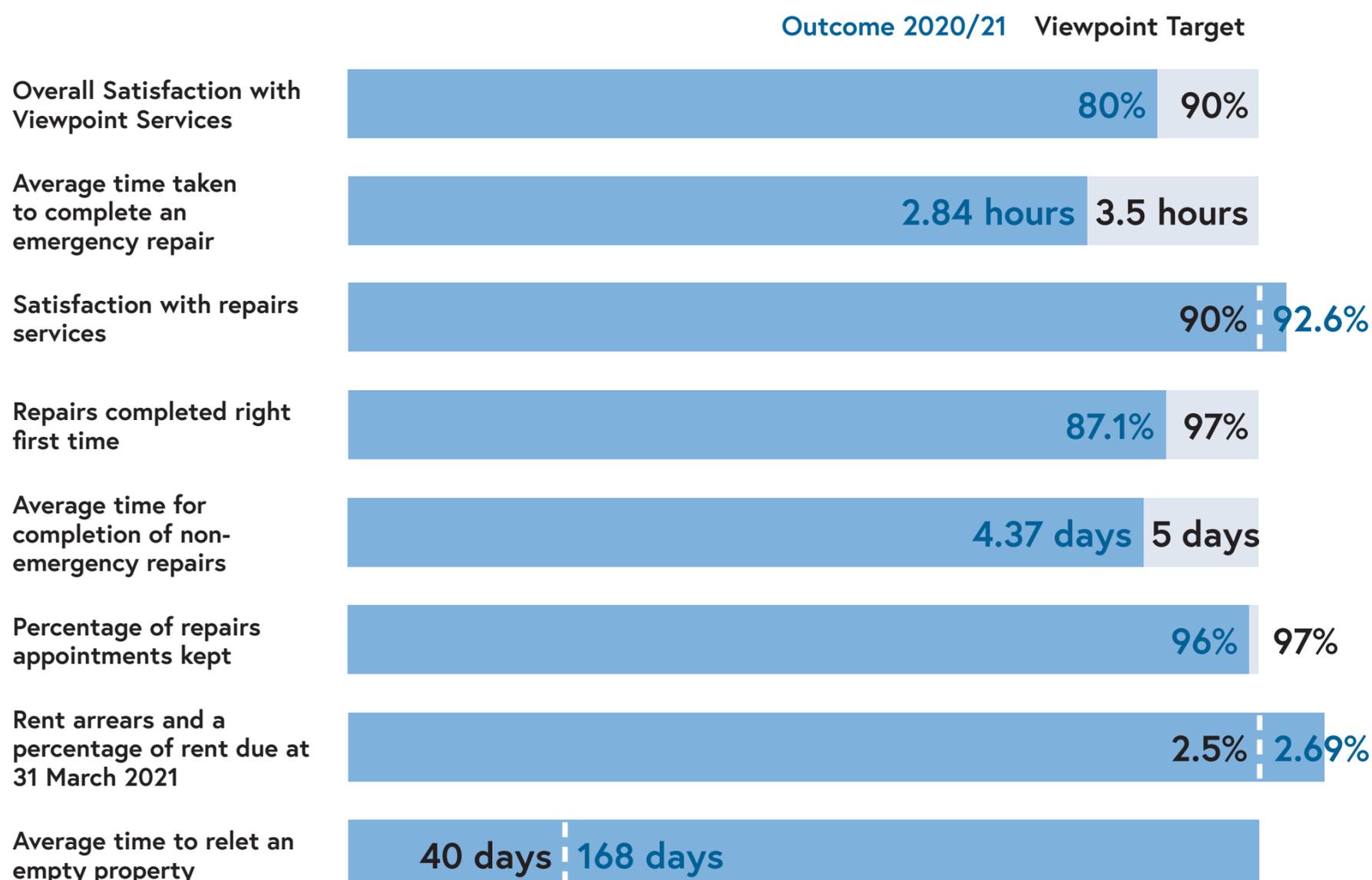
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| christmas | reindeer |
| december  | santa    |
| elf       | snow     |
| holly     | stocking |
| northpole | tree     |
| presents  |          |

# Tenant Annual Performance Report 2020/2021

Each year all social landlords prepare a report on their performance in delivering key Scottish Social Housing Charter Indicators.

This report is for you so that you know how we are doing. The report is on our website ([www.viewpoint.org.uk/news/tenant-performance-report-2020-2021/](http://www.viewpoint.org.uk/news/tenant-performance-report-2020-2021/)), however if you do not have access to the internet and would like a copy, please ask a member of staff.

Here are some of the outcomes along with what Viewpoint Target was for 2020/2021.



## The Herbert Protocol

### Helping to locate missing people who have dementia

Since 2017, the Herbert Protocol has been used many times to help police and other agencies quickly and safely locate missing people who have dementia. The scheme is being rolled out nationwide from 21 September 2021.

The Herbert Protocol initiative is named after George Herbert, a war veteran of the Normandy landings, who had dementia and sadly died while he was 'missing' on his way to his childhood home.

Families of a person with the condition are asked to download the Herbert Protocol form ([scotland.police.uk/waht-s-happening/missing-persons/the-herbert-protocol](http://scotland.police.uk/waht-s-happening/missing-persons/the-herbert-protocol)) and provide information such as places of importance to them, often visited places, health issues and places they have been found in the past if reported missing. Ownership and responsibility for updating the form remains with the family.

This means that if someone with dementia does go missing that the information is readily available. Remembering all sorts of information at times like this can be very

distressing and the information contained within the form aims to make the process easier.

Following its introduction in Scotland, the Herbert Protocol has been used many times to trace missing people with dementia and return them home. It is another example of how emergency and care services are working together to keep those with dementia safe.

If you do not have access to the internet then please do not hesitate to ask a member of staff for a paper copy of the form.

# Christmas Sudoku










## Staff Awards Ceremonies 2020-21

After almost two and a half years, Viewpoint were able to hold Awards Ceremonies again to recognise staff for expanding their knowledge and gaining new qualifications.

3 separate events were held over two weeks in November, to celebrate achievements by staff in Housing, Housing Support, Care Homes and Head Office, who obtained qualifications in Housing Studies, Social Services & Healthcare, Dementia Care, Leadership and many more. What a beautiful occasion to meet colleagues from other sections again!

Jean Gray, CEO, thanked everyone individually for their hard work and dedication and reiterated Viewpoint's ongoing commitment to Learning and Development.



### Craft Café November 2021

“ I have spent a lot of time here, and I have met many interesting people. It is so important to talk.”



“ Thank you! I enjoyed coming.”



“ Thank you for a very entertaining afternoon”

“ This is wonderful!”

-Quotes from Craft Café members

# Preston Tower Project, Prestonpans

Emma Brown, East Lothian Council

## History

Preston Tower was built in the fifteenth century by Sir Robert Hamilton, who inherited the estates around 1460. It was a family home for the local landowner. As it was on one of the main routes to England, the Tower needed to be easy to defend.

When it was built, it had three stories – the top section you see today was added later. Ground level was used as a basement, the main hall was on the first floor and bedrooms above. Access was by an external stair straight to the first floor where the main hall was found. A spiral stair in the thickness of the wall led to the second floor bedrooms. The ground level basement had sleeping accommodation for servants, and maybe even livestock. The main part of the basement had a ground floor entrance but the basement in the wing could only be reached through a trap door from above – creating a secret dungeon.

During the 'rough wooing' of 1544, carried out on behalf of Henry VIII of England by the Earl of Hertford, Preston Tower was attacked and burned along with many other buildings in East Lothian.

Some decades later, around 1620s, the building was extended upwards by Sir John Hamilton with the addition of two extra storeys. When the new upper floors were added, they provided more living accommodation, with more and larger windows than the older parts of the tower.

In 1650, Preston was again attacked, this time by Oliver Cromwell's forces after the Battle of Dunbar. Following repairs, Preston Tower was burned for the final time in 1663, this time accidentally. The Hamilton family then left the tower and moved into nearby Preston House (where the present-day community centre stands), allowing the Tower to become an unroofed ruin.

The Doocot was built in the 17th or 18th Century. It is a 'lectern style', square with a slate roof sloping one way to the south with entry holes for birds. Inside there are nearly 1,000 nest boxes. Doocot or Dovecots were used to keep rock pigeons for meat and their manure. In the days before the development of crops like turnip for feeding livestock through the winter, other meat was not available all year round.

The walls surrounding the buildings and garden date to at least 17th century. The Prestonpans area has a long history of market gardening and horticulture due to the excellence and depth of soil. In the early 20th Century, the ground were run as a commercial market garden, as was the surrounding area outside the walls. In the 1980s, Preston Tower Garden was laid out with elements, which could be seen in gardens across Scotland in the 17th and 18th Centuries. It is a green space well loved and used by the community, including the neighbouring properties in Preston Tower, which Viewpoint manages.

## Today

Preston Tower is in the joint management of East Lothian Council, Viewpoint and National Trust for Scotland.

Local residents have been unable to enter the tower for many years and the buildings have fallen into further disrepair. Restoration of the Tower and Doocot was identified in collaboration with Prestonpans Community Council, the Preston Seton Gosford Area Partnership, and the National Lottery-funded Great Place Project. Restoration of the buildings is focused on improving access while contributing to the regeneration of the area in collaboration with the local community.

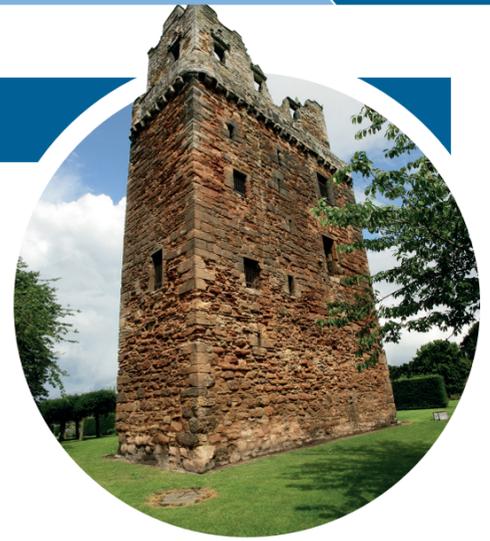
East Lothian Council was allocated £1,275m from the Scottish Government's 2019/20 Town Centre Fund. The first stage of works is underway and involves the repair of the walls and the Doocot and the installation of new architectural lighting, paths and information boards. The second stage will repair the Tower itself and, hopefully, make public access to the Tower and Doocot possible.

Two videos have been produced on the work undertaken so far and can be accessed through You Tube, under the John Gray Centre; one gives further information on the archaeological dig which took place in front of the tower.

## Community Consultation

Getting the community involved in the restoration of the site has been a key element of the project with a recent event for Doors Open Day, which was a huge success with talks, displays, music and play for children.

We have also been holding monthly drop in sessions on site for local residents to ask any questions they have. With winter weather these drop ins have moved to the warmth of Prestonpans Community Centre, just a short walk away. You can attend these sessions on 7<sup>th</sup> Dec or 11<sup>th</sup> January 12.30-1.30pm or contact [ebrown3@eastlothian.gov.uk](mailto:ebrown3@eastlothian.gov.uk) for more information.



# Reflections on Covid

By a Member of Staff at Marian House

## Hello everyone,

Hello to all the relatives who are going to read this from your homes. I wanted to leave in this little piece of text a personal reflection on how this global pandemic is affecting me and the workplace.

I work in Edinburgh, Scotland, far from home, far away, 1657.32 km from my family, friends and loved ones. I know from my own experience what it is to feel loneliness, nostalgia, the endless desire to see my relatives and not being able to. Having the need for a hug or lots of hugs from my mother, or a few kisses from my grandmothers and not having them. That lump in my throat when talking to my sisters and not being able to touch them. Seeing them all through the screen and not being able to put my body through it, go beyond the dimensions and teleport to their side. Celebrating birthdays, events and special moments in the distance with a technological device in between. Blessed are the new technologies, the advance and the century in which we live that allows us to read, see, listen and feel, no matter how far we are from each other. They are the feeling of living away from home, away from your loved ones.

Now with this situation that we are living, a global pandemic has forced us in a very cruel and sudden way to stop our lives of excesses, speed, little empathy, selfishness... and value everything we want and cannot have for the simple fact of not being able to get there. There is a very bad virus on the streets, so we are all at home without going out. It's curious because that's how our elders are practically all year round, especially those who live in a care home or alone. Now we can put a little more in their skin, those who spend part of their times confined. It even seems that it bothers us when they complain or demand more attention. I work every day at Marian House with the group that is suffering the most, our elders. This virus is doing a lot of damage, especially to those of their age. People at higher risk. They do not deserve it, we have to thank and appreciate everything they have done for us during all their years of life. They are fighters, survivors, and role models for all of us.

My colleagues and I, we take care of them and we treat them all as if they were our loved ones, not now, always. Personally, for me, each one of them, looking into their eyes, I see my mother and my grandparents who are also experiencing this situation. You may think that they are alone, when they are living in a care home. I understand it, but they are not, they have by their side the best professionals that we have given them, we give them and we will give them all that affection, care and attention that now you cannot give them due to the circumstances. We let them know every day that you are there, with them and very, very soon you will come back to the care home to see them and spend moments together with the, Please, do not feel that you are failing them, on the contrary, thanks to each one of you for being in your homes, you are saving and protecting them. Have faith that we can enjoy many more years of their wisdom, stories, anecdotes laughter and love. Thank you for understanding and making the job easier and more bearable.

As you can imagine, not everyone takes it in the same way you already know that routines and continuous and repetitive habits are important for people with Alzheimer's and dementia. It helps them to keep an order in their mind, for example: schedules, sitting in the same sofa in the living room, in the same chair around the same table with the usual residents, seeing their husband or wife every day after dinner, receive a visit from a relative with the usual dog whom they recognize as happy, play dominoes with their daughter every afternoon before coffee, visit to the nursery on Tuesday afternoons, the hairdresser on Monday mornings, see their grandchildren on weekends.... Now there are habits that have been broken and we can observe changes in their behaviour and mood. You really don't know the strength they have. I go to work and I feel that for them every day is one less day in the face of this situation, they endure every day optimistically. When you remind them that you will come to see them soon, their faces light up, it hurts that cannot see it as I see it with my eyes. I say your names and they put a glow in their eyes, and they smile. At that precise moment, I realize how lucky I am to work



taking care of people who, even if they do not believe it, contribute a lot to me and I go home with pride every day. At the end of the working day, I think it was worth it and that we can go to sleep with a smile.

Let's not talk about how much they are learning, I mean, for example, new technologies, a new and uncertain world for each of them, but that helps them to be closer to the real world and to the habits they did before. You cannot imagine how video calls reach my heart, my soul breaks when I see you talk to them and know that you are dying to take their hand and share that moment by their side. They look at each other in surprise on the screen and ask me if that tiny image on the side is them. I say yes and they look at me with eyes of wanting to know more about that new style of calling, something so normal for us and so strange for them.

Do you know what their faces are like after each call? Absolute happiness. Love is love, wherever it is transmitted. During the week we do activities in the living room, where we project on a very large television for example our dear Chris and his directed sports classes, they enjoy as if they were seeing him in person, they even laugh and do not understand what he is doing in that box. We explain to them that he is at home and gives virtual classes and that is why they see him on television, they laugh and we spend very funny moments, time stops. We put on concerts, movies, history videos, animal documentaries... We take photographs where the memory of a happy moment is captured forever and you can see that we try to make their days a normal and everyday day, as if nothing happened in the exterior. The ability to adapt that they have is going to serve as an example to more than one (I'm including myself). The lesson that they are giving me in what would be the last stage of their lives, I will always be grateful, I am proud of my work and the work that we do. "They are a treasure and we are the chest that protects it."

It is time to be united, hand in hand. Strong mentally and physically. We have to have hope, positivity and fight to beat time. We will return to our usual habits, but more human than ever. 21 days form a new habit, 90 days a lifestyle. After all this, the hug that we will give to our loved ones will be much greater and lasting that all the days apart, I promise. At Marian House, we feel safe, loved, and valued. Thanks to ALL the team, that is part of this great family. Together we are stronger.



My name is Jennifer and this is a simple reflection on a cold pandemic day.

I wish you all the best.

## Flowers at Kilravock

Mary Smith, sister of one of our residents at Kilravock donated flowers to Kilravock during lockdown to cheer everyone up. Mary received so many lovely comments about this that she has continued to provide flowers for Kilravock on a regular basis.



For Remembrance day this lovely display was on show at Kilravock and I am sure everyone will agree it is beautiful.



## Monkey Business

Who needs snowmen, when you can have snow monkeys. One talented resident at Kilravock built these snow monkeys last winter and they are lovely. Wonder what they will build this year?

## Craft Café continued

Since our last update, there have been some important changes at Craft Café, including our return to the Craft Café space and working with Marian House and Lennox House again!

It is fantastic to be back at our home in the old chapel at St. Raphael's, and the members have expressed how happy they are to return to Craft Café. While there are new measures in place to ensure safety and distancing, it's the same old Craft Café, filled with art materials, books, craft supplies, member artwork, music, and creative inspiration!

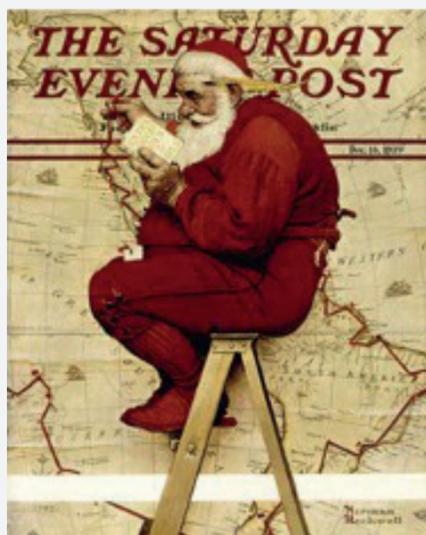
Marian House now has Craft Café workshops on a Tuesday, St. Raphael's can attend on a Wednesday and Thursday, and we have recently returned to Lennox House on a Friday. Our workshops have been busy with members working on themes like memories of childhood, folklore and fairy tales, line drawing, and autumnal inspiration. We have also been doing a collaborative postcard project with Creative Pathways, a project for young people also run by Impact Arts. This has been great fun for everyone! And in the last couple weeks, we have been busy with our annual Christmas Card Design Challenge. We are looking forward to a festive December, filled with creative ideas to celebrate Christmas and the time of year.

We will also be selling Craft Café Christmas cards and 2022 calendars throughout the month of December.



### Featured artist to check out:

Our artist of the month for December is American illustrator, Norman Rockwell (1894 – 1978). Famous for his beautifully depicted illustrations of scenes from American life, including nostalgic Christmas images, Norman Rockwell's work explores many themes and experiences. He is also credited with helping to establish the "look" of Santa Claus that is now very familiar to us all. It's worth exploring his work and there is plenty to peruse– he produced over 4,000 original artworks in his lifetime!



## Craft Sale City Park

City Park Craft Club took a table at a sale in the Community Centre in Buckhaven on the 26 November 2021. All money raised will be split between two charities:



TCCL Lodge is a holiday home in St Andrews which is available free of charge to families who are affected by childhood cancer and leukaemia. It is a 4 bedroom detached house in a quiet residential part of St Andrews which is a vibrant seaside town on the east coast of Fife.

MND Scotland is the leading Scottish charity providing care and support to people affected by Motor Neuron Disease, as well as funding research into finding a cure.

They deliver a number of vital services for people affected by Motor Neurone Disease in Scotland, including Grants, Counselling, Benefits Advice and Advocacy. They also invest millions of pounds into groundbreaking MND research in Scotland and across the UK.

The very talented crafters at City Park shared photographs of their stall ready for the sale. I am sure you agree that everything looks really great and ideal as Christmas gifts. Well done to all at city Park.

## Chocolate General Knowledge Quiz

1. Which Belgian chocolate brand and manufacturer is best known for its seashell shaped pralines?
2. Who have been selling "Chocolate Heaven Since 1911"?
3. Which brand of sweetened hazelnut cocoa spread has been manufactured by the Italian company Ferrero since 1964?
4. Which famous mountain is the logo of Toblerone?
5. Which Bristol company first produced chocolate in solid state bars in 1847?
6. Which chocolate bar was first manufactured in 1932 in Slough, England?
7. In 2002, Yorkie bars were 70 grammes, what size were they in December 2014: (a) 66 grammes, (b) 56 grammes, or (c) 46 grammes?
8. Which company produces the white chocolate milkybar?
9. In the UK, what did Snickers change its brand name from in July, 1990?
10. Which Cadbury's chocolate bar has a Swedish version called "Loop" and a similar Canadian product known as the "Wig Wag"?



1. Guylian
2. Thornton's (it's their advertising slogan)
3. Nutella
4. The Matterhorn
5. Fry's
6. Mars
7. C. 46 grammes
8. Nestle
9. Marathon
10. Curly Wurly

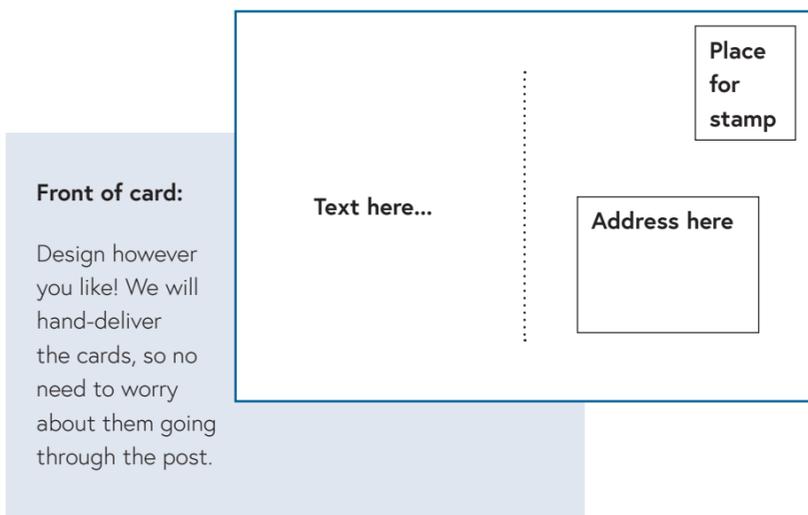
## Craft Café continued

### Creative Project to try out!

#### Make Your Own Postcards

As we have been working on a collaborative postcard project with Creative Pathways, our proposed project for December is to design your own postcard to send to someone.

You might want to write to a family member or friend about something that makes you feel content or a happy memory (the themes we focused on in our project); however, any theme could work. Then design the front of the card based on your response. It can be drawing, painting, collage, or you can affix a photo. If you want to protect your artwork, you can send it in an envelope, or simply add a stamp and post!



You might want to encourage the recipient of your card to make and send a card on to someone else, allowing the creativity and sharing to continue forward.

And if you'd like to share your postcard design with us, please take a photo and send to [sderron@impactarts.co.uk](mailto:sderron@impactarts.co.uk) with "Postcard Project" in the subject header. We'd love to see your work!

## Recipe for Coffee Kisses

From Yvonne Mills

Having never drunk a cup of coffee in my life, and having always declared that coffee had a horrible taste – my Godmother (my Auntie Chris) said that she would make me something that would change my view about coffee forever!

I certainly enjoyed her recipe but I still haven't drunk a cup of coffee!

Incidentally, I keep this in my recipe book under 'Festive Fare' and only treat myself at Christmas time.

#### Ingredients

- 3oz icing sugar
- 2oz coconut
- 2tsps instant coffee powder
- 2oz sultanas (or walnuts, or dates, or raisins)
- 2oz margarine
- Small block(s) of cooking chocolate (milk and/or plain)

#### Method

1. Melt margarine in a pan then mix in dry ingredients.
2. Roll mixture into small balls. If you get the size right, they will fit neatly into petit four cases. Allow to cool.
3. Melt the chocolate and then dip the cooled balls of mixture into the chocolate.
4. Put in the fridge to set.
5. Enjoy!



## Buchan Gardens Say Farewell to Margaret

### It was an end of an era here at Buchan Gardens. Margaret Budge, our Retired Housing Assistant, retired after 21 years at Viewpoint.



The Buchan Gardens Tenants Group decided to have a presentation to show our appreciation for all she has done over the years. Many tenants

came to the presentation of flowers, a card (signed by all residents) and an envelope with money. The following is what Danny Rankin, chairman of the group, said on that day.

'Well Margaret, it's almost THAT day. Just one and half days to go and you'll join the club. The RETIREMENT club that is.

Margaret has been at Buchan Gardens for 21 years off and on and she has looked after a great many tenants in her time here. She has made many lifelong friends here and has sadly seen a lot come and go.

Margaret was the person you went to see if you had a problem or needed help with anything. She was always there if you needed someone to talk to. Her role changed over the years but was always willing to help with any problems that arose. If she couldn't help, she made sure someone else could.

Margaret you will be missed by us all.

I know you will be getting personal gifts from tenants here but this is from the Buchan Gardens Tenants Group. The card has been signed by everyone here at Buchan Gardens.

Also, this envelope so you can buy something that you can choose yourself and it will always remind you of your stay at Buchan Gardens.'

# New Way to Avoid Financial Fraud - Stop - Hang Up - Call 159



Recently launched by Neighbourhood Watch this is a new way to avoid financial fraud.

**STOP, HANG UP,  
CALL 159**

A secure and easy-to-remember phone number to contact your bank on in order to avoid painful scams. This could prove to be the safest way for many to contact with your provider if you have suspicions and concerns about your accounts, or even if you are struggling to find a customer services number.

Recently launched by Neighbourhood Watch this is a new way to avoid financial fraud. A secure and easy-to-remember phone number to contact your bank on in order to avoid painful scams. This could prove to be the safest way for many to contact with your provider if you have suspicions and concerns about your accounts, or even if you are struggling to find a customer services number.

Stop Scams UK and Global Cyber Alliance have launched the UK-wide 159-call service, which is designed to guarantee consumers a safe route to contacting their banks.

The scheme is urging people to "stop, hang up and call 159" to check calls are for real. The idea is to help those who believe they have been contacted by scammers claiming to be their bank, or by fraudsters who encourage them to transfer money.

Currently, banks that cover over 70% of UK current account customers are signed up to the scheme at launch, although more are expected to follow. Here's a table detailing the firms currently taking part :

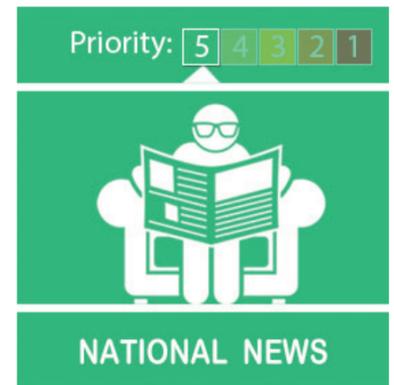
- |                    |                          |
|--------------------|--------------------------|
| • Bank of Scotland | • Royal Bank of Scotland |
| • Barclays         | • Santander              |
| • Halifax          | • Starling Bank          |
| • Lloyds Bank      | • Ulster Bank            |
| • NatWest          |                          |

You can call 159 if you are a customer of most major telecoms firms

The majority of telecoms firms are participating in the scheme, which enables you to call 159 from handsets and landlines if you are a customer. Here are the firms taking part :

- |                                 |                |
|---------------------------------|----------------|
| • BT (including EE and Plusnet) | • TalkTalk     |
| • Gamma                         | • Three        |
| • O2 (including Giffgaff)       | • Virgin Media |
| • Sky                           |                |

When calling 159, you will be taken through an option menu in which each bank that has signed up to the service is read aloud. Customers are then able to use their telephone keypad to be put through to their bank. You will then be directed through to your bank's customer service department. Note that calling the service will cost the same as making a national rate call.



For those who bank with firms not yet involved in the 159 pilot – you should continue to contact your bank by using the number on the back of your debit or credit card.

## When to call 159

Call 159 if you encounter the following:

- Someone contacts you claiming to be from your bank – even if they do not seem suspicious.
- You are contacted by someone claiming to be an authority figure (such as the police) and told to transfer money – even if the request seems genuine.
- You receive a call about a financial matter and it appears suspicious.

## Christmas Spot the Difference

Can you find all 8 differences between these pictures?



# Sausage and Mash Pie

From BBC Good Food

This is an easy recipe and ideal to heat you up on a cold winter night.

It can be assembled, covered and chilled for up to two days, or frozen for three months.

You can opt to use vegetarian sausages and vegetable stock.

And best of all it is delicious!

Serves 2

## Ingredients

### For the Sausage Base

- 2 tsp Oil
- 4 Pork Sausages
- 12g Butter
- Pinch of sugar
- 1 onion, finely sliced
- 1 tbsp. Plain flour
- 1.5 tsp Tomato Puree
- 1.5 tsp Red Wine Vinegar
- 250ml Beef Stock

### Method

1. Heat the oil in a frying pan and gently cook the sausages over a medium-high heat for 10 – 12 minutes, turning then until browned on all sides. Transfer to a plate.
2. Add 12g butter to the pan and heat until sizzling. Add in the sliced onions, stirring then into the butter and then sprinkle over the sugar and fry for 8 – 10 minutes until the onions are golden.
3. Scatter the flour over the onions and stir to make a paste, and then add the tomato puree.
4. Cook for a minute and then add the red wine vinegar, pour in the stock and bring to the boil. Turn down to a simmer.
5. Cut the sausages into thick slices and add to the pan.
6. Simmer everything together for 5 minutes until you have a glossy onion gravy. Tip the mixture into a baking dish.
7. Put the potatoes into a pan of cold, slightly

### For the Mash

- 625g King Edward or Maris Piper Potatoes, peeled and cut into large chunks
- 75ml Milk
- 12g Butter
- 15g Cheddar Cheese, coarsely grated (optional)

salted water and bring to the boil. Turn down the heat and then simmer for 10 – 12 minutes until just cooked (the tip of a knife should slide in easily). Drain potatoes and remove from the pan.

8. Pour the milk into the pan and bring to a gentle simmer, then tip in the drained potatoes and butter and mash thoroughly. Season to taste.
9. Top the sausage and gravy with the mash, starting from the edge of the dish and working your way into the middles. Use a fork to scrape lines in the topping and scatter over the cheese if using.
10. Heat the oven to 200C/180C fan/Gas 6.
11. Bake the pie on a tray for 35- 40 minutes until the top has browned.
12. Leave to cool for 5 minutes before scooping straight from the baking dish at the table and serve with peas if you like.



## NAME THE CHOCOLATE BAR FROM THE CLUES GIVEN:

1. Definitely not before 20.01hrs
2. Mother's hostelry, perhaps
3. Voodoo in a box
4. Cow juice container
5. Song from 'Fiddler on the Roof'
6. Single snowy deposit
7. The 'E' is missing from this pet food
8. 'Give us a ?, Anthea!' as Brucie might have said
9. Sssh! Talk quietly!

- .....
- 1. After Eight
  - 2. Mars Bar
  - 3. Black Magic
  - 4. Milk Tray
  - 5. Matchmaker
  - 6. Flake
  - 7. KitKat
  - 8. Twirl
  - 9. Wispa

## CHRISTMAS TILES AND CHRISTMAS SONGS

Arrange the tiles to reveal the first line (or more) of a Christmas carol or song

- |        |     |      |     |      |     |     |     |     |
|--------|-----|------|-----|------|-----|-----|-----|-----|
| 1. CHR | I'M | MAS  | OF  | EAM  | A   | IST | TE  | ING |
| WHI    | DR  |      |     |      |     |     |     |     |
| 2. GOT | N   | THE  | WHE | UP   | SHO | CK  | CH  | EY  |
| BEG    | NTA | UT   | HE  | AN   | TO  | STU | IMN | SA  |
| 3. GHT | ALL | NIG  | BRI | ENT  | HT  | ALL | IS  |     |
| GHT    | SIL | NI   | CA  | HO   | LM  | IS  | LY  |     |
| 4. HA  | A   | YOU  | MER | RY   | TLE | CHR | VE  | LIT |
| AS     | TM  | IS   | RSE | LF   |     |     |     |     |
| 5. DAY | A   | ON   | UE  | ME   | ST  | LO  | VE  |     |
| PART   | GE  | SENT | FIR | OF   | THE | TO  | TR  | IN  |
| RID    | A   | TR   | CHR | ISTM | PEA | EE  | MY  | R   |

- .....
1. I'm dreaming of a White Christmas
  2. When Santa got stuck up the chimney
  3. Silent night Holy night All is calm All is bright
  4. Have yourself a merry little Christmas
  5. On the first day of Christmas my true love sent to me A partridge in a pear tree