

**DOWN YOUR**

# Street



**GOLD ACCREDITED**  
FOR EXCELLENCE IN  
TENANT PARTICIPATION

**Older Persons Housing  
Tenants' Magazine**



*Riverside Park, Glenrothes*

[www.fife.gov.uk](http://www.fife.gov.uk)

[www.nhsinform.scot/coronavirus](http://www.nhsinform.scot/coronavirus)

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## Get in touch

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tenantparticipation@fife.gov.uk



Fife Tenant Participation

All information aims to be accurate at time of print. Advice subject to change – check government guidance regularly.



@fifecounciltp

# Sudoku

Enter numbers into the blank spaces so each row, column and 3 x 3 box contain the numbers 1 to 9 without repeats.

	6		5		2			8
8	5	4						
			9		7			4
		7		6	4	3		
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		6	7	1		9		
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2			4		8		6	



## Alternative Formats

Information about Fife Council can be made available in large print, braille and audio CD on request by calling

Alternative Formats line:

03451 55 55 00

## British Sign Language



please text (SMS) 07781 480 185

## BT Text Direct:

18001 01592 55 11 91

## Useful Numbers

Homeless (24 hr) 08000 28 62 31

Housing Repairs 03451 55 00 11

After hours and weekend 03451 55 00 99

Social Work 03451 55 15 03

Rent and Arrears 03451 55 00 44

Automated Payments 03451 55 00 55

Council Tax & Housing Benefits 03451 55 11 55

Recycling & Waste 03451 55 00 22

Births, Deaths & Marriages 03451 55 00 77

Scottish Welfare Fund 0300 555 0265

## Language lines

Arabic	خط هاتف اللغة العربية: 03451 55 55 77
Bengali	বাংলায় আলাপ করার জন্য টেলিফোন লাইন: 03451 55 55 99
Cantonese	中文語言熱線電話: 03451 55 55 88
Polish	Polskojęzyczna linia telefoniczna: 03451 55 55 44
Urdu	اُردو زبان کے لیے ٹیلیفون نمبر 03451 55 55 66



## Dear Tenants,

I hope everyone is keeping well.

As you will know, we have been working hard this year to adjust to different ways of delivering services to ensure Covid-19 guidance is followed.

This has meant that we have had to limit numbers in communal lounges, change meals services where we offer them, and in general change the way we do a number of things. We have now moved to a scheme where the Scottish Government have established a range of levels which are applied to local areas.

I would like to thank tenants for their patience and assure you that changes are to ensure that we are following the latest guidance to try to keep people safe. I would also like to thank staff for their patience in working through the various challenges this year has brought.

I hope the New Year will bring better news around new ways to deal with the virus.

I hope you all remain safe and well.

**Paul Short** - Service Manager

*(Housing, Health, Social Care and Older Persons Housing)*

## Word search

Find the following countryside-related words.

COASTLINE

FOREST

GLEN

LANDSCAPE

LEAVES

LOCH

MOUNTAIN

RIVER

SUNSET

WOODLAND

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

# Information for tenants in Older Persons Housing

**Coronavirus is a type of virus. COVID-19 is a new form that affects your lungs and airways. Symptoms include: a high temperature or fever; a continuous cough; shortness of breath and loss of, or change in, sense of taste or smell.**

As a tenant in Older Persons Housing, you are at higher risk of severe illness due to age and/or underlying health condition(s). Please follow advice and guidance.

Fife Council operate Older Persons Housing based on current Scottish Government guidance. This is adjusted as government announcements develop. The aim of all changes is to ensure you are safe.

## **Advice**

Follow physical distancing measures strictly and keep safe to reduce the spread of covid-19. Follow current government advice. Stay safe. Protect others. Save lives.

- F Face coverings in enclosed spaces**
- A Avoid crowded places**
- C Clean hands and surfaces regularly**
- T Two metre distancing**
- S Self isolate and book a test if you have symptoms**

## **Staffing**

Face-to-face contact is limited to reduce risk of infection. Physical distancing protects everyone. If staff need to visit your home, please give them space to work safely. Don't be alarmed that they will wear PPE, where required.

## **Visitors**

Please follow latest Scottish Government advice regarding meeting with other households indoors and outdoors.

## **Communal Lounges**

Communal lounges have re-opened with new safety measures, where safe to do so.

## **Laundry Facilities**

Only one household is permitted to use communal laundry facilities at a time.

## **Lifts**

Only one household should use lifts at a time. If you require assistance, please keep numbers to a minimum.

## **Cleaning**

Additional cleaning continues to minimise risk of infection.

## **Repairs**

The housing repair centre is open for all Council housing repairs. Emergency and routine repairs can be reported online via **[www.fife.gov.uk/reportit](http://www.fife.gov.uk/reportit)**, online chat facility, or by phone on 03451 55 00 11.

Your understanding is essential. These measures are to ensure everyone in Older Persons Housing is safe. Thank you for your patience.



# Making the Invisible Visible

## A discreet way to indicate you have a hidden disability.

Not all people with hidden disabilities require assistance. But, if you do, wearing the Hidden Disabilities Sunflower discreetly indicates to people that you need additional assistance, help, or a little more time.

Since its launch in 2016, the Hidden Disabilities Sunflower has been adopted globally by many airports, venues, supermarkets, railway and coach stations, leisure facilities, the NHS, a number of police, fire and ambulance services, and an increasing number of businesses and organisations. Above all, it is used anywhere people meet.

The success of the Hidden Disabilities Sunflower and the positive response it has received has increased awareness of the challenges people with hidden disabilities can face. Hidden Disabilities Sunflower wearers now benefit more widely from help being offered to make their daily living a little easier.

**Visit**  
**[www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com)**  
**for more information.**

## Not all disabilities look like this



### Assisting children and adults with hidden disabilities

Not all disabilities are visible – some are not immediately obvious, such as autism, chronic pain, dementia, anxiety, visual or hearing impairment. Living with a hidden disability can make daily life more challenging for many people, but it can be difficult for others to recognize, acknowledge or understand the challenges you face.

### The Hidden Disabilities Sunflower makes you visible

Wearing the Hidden Disabilities Sunflower discreetly indicates to people around you including staff, colleagues and health professionals that you need additional support, help or a little more time.

### How can wearing the Hidden Disabilities Sunflower benefit you?

- People around you, including staff in shops, healthcare, workplaces and public transport may offer you more help
- You or your carer can use your Hidden Disabilities Sunflower to tell people about the additional help you need

If you would like a sunflower lanyard or have any questions, please get in touch  
[www.hiddendisabilitiesstore.com](http://www.hiddendisabilitiesstore.com)

**sunflower**  
lanyard scheme 

# Help Protect Yourself, Others, and the NHS

**With COVID-19 around, it is more important than ever to get the flu vaccine.**

**Protect yourself:** Every year in Scotland, thousands of people are hospitalised with flu. It can be serious and life threatening, so getting vaccinated is the safest and most effective way to protect yourself.

**Protect others:** Reduce your risk of getting flu and spreading it to others, especially those who are most at risk.

**Protect the NHS:** Help the NHS avoid the pressure that a spike in seasonal flu would put on top of COVID-19.

This year the flu vaccine is being offered to more people than ever to address the additional risk posed by coronavirus (COVID-19).

The flu jab is offered free to the many thousands of

people in Fife within 'at risk' groups. This includes people who meet the following criteria:

- **Anyone aged 65 and over**
- **People with eligible health conditions**

If you are in one of the above groups, you will receive a letter in the post inviting you to make an appointment.

Letters will not all be sent at the same time. Instead, letters will be staggered to ensure those most at clinical risk are prioritised. Please do not call to arrange an appointment until you have received a letter.

Those aged 55 to 64 (by 31 March 2021) who would not usually be eligible will also be offered the flu vaccine from December.

**For more information, visit [www.nhsinform.scot/flu](http://www.nhsinform.scot/flu)**



# Check if you can get a free over 75 TV Licence

**From 1 August 2020, the BBC introduced a new scheme that offers some over 75 households a free TV Licence. To be eligible, as the licence holder, you must be 75 years or older AND you, or your partner living at the same address, must receive Pension Credit.**

TV Licensing will write to you to explain what you need to do to set up your next licence. Payment options include the launch of the 75+ Plan, that will allow over 75s switching from a free licence to a licence they pay for, to spread the cost in weekly, fortnightly or monthly payments to make it easier to pay.

Following a public consultation, the BBC announced last year that after the previous arrangement for free over 75 licences paid for by the UK Government came to an end, the BBC will fund a free licence for over 75s in receipt of Pension Credit. The BBC delayed the introduction of the new scheme which was due to come into effect on 1 June as a result of the Covid-19 pandemic.

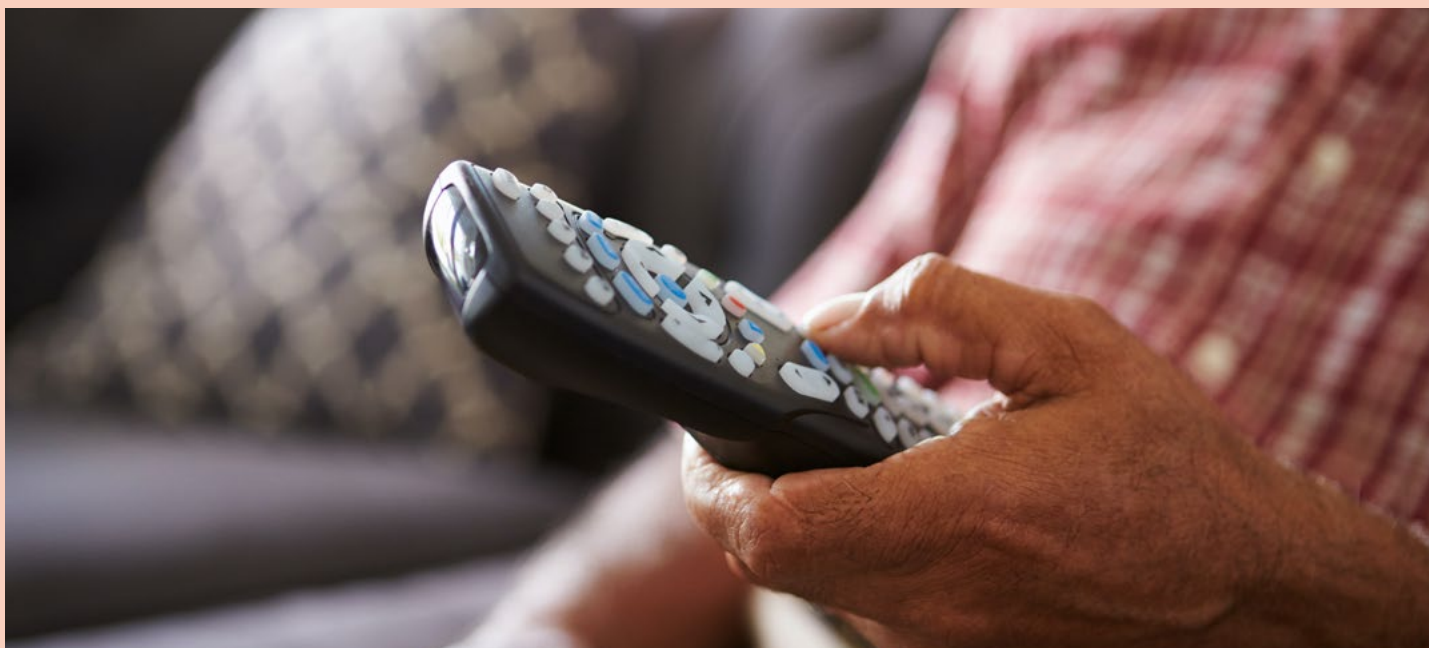
Around 1.5 million households with residents aged over 75 will be eligible for a free TV Licence funded by the BBC if they receive Pension Credit.

TV Licensing is operating a self-verification system where individuals demonstrate their receipt of Pension Credit to qualify.

Recognising that some customers may need extra support with the new scheme, TV Licensing has increased the size of its customer call centre and has launched a free telephone information line where older customers and relatives can access information and advice by calling 0800 232 1382. Information and frequently asked questions can also be found on the TV Licensing website, [www.tvlicensing.co.uk/age](http://www.tvlicensing.co.uk/age)

TV Licensing worked with the Alzheimer's Society and other groups working with older people to ensure the needs of vulnerable older people have been taken into consideration when preparing customer communications around the changes to over 75 licences.

TV Licensing help support those who struggle to pay the licence fee. TV Licensing provides support including a money advisors helpline, regular briefings and accessible literature for customers finding it difficult to stay correctly licensed.



# A Good Chat Means the World

**Are you someone who loves to chat on the phone or would simply like to make a new friend? Call companions may be the service for you.**

Re-engage have been running social gatherings for older people in Fife for over 50 years. They are now offering call companions - a free telephone befriending service - to anyone who would like a regular, friendly phone call.

Call companions love a good chat, and they are great listeners too. They will enjoy getting to know you and telling you a bit about their lives. Soon you will be sharing gardening tips, favourite books or just chatting about the day to day.

Whatever your interests, Re-engage will do their best to pair you with a companion they think you will get along with, so the conversation flows and a real friendship blossoms.

The pandemic means Christmas could be lonelier than ever for many older people, but it doesn't have to be.

Community Christmas, the 2020 Christmas campaign from Re-engage, provides a free online directory of local festive 'acts of kindness' taking place across the UK, open to any older person who might otherwise be spending Christmas Day alone.

As Christmas will look a little different this year, the Community Christmas events directory will not only publicise any venues opening their doors to the community; it will also feature more informal local festive activities - whether it's a street carolling service or meal deliveries.

The charity is also offering a call companion to any older person living alone who would like to receive a regular phone call throughout the festive season and beyond.

**To find out more about call companions, call 0800 716 543 (calls are free) or visit [www.reengage.org.uk](http://www.reengage.org.uk)**

**"I just love my calls with Michelle. We really hit it off, it's like we've known each other forever!"**

Hazel, 81



# Acts of Kindness

**In these challenging times, it is positive to see such kindness in our local communities.**

The tenant and resident association at **Harbourlea Very Sheltered Housing** in Anstruther has been awarded a grant of £1,639.74 from Age Concern to build a sensory garden, grow a vegetable patch, and purchase a greenhouse. This will enable tenants to enjoy gardening and socialising outdoors. Work has begun, and we look forward to hearing of their progress!



Safer Communities Officers visited **Retirement Housing in Oakley**. The officers spent time with the Retirement Housing Officer to raise awareness of the work of the Safer Communities team and provided welcome reassurance to the local community after concerns of anti-social behaviour. Safer Communities have kindly offered to visit again for a cup of tea and a blether with tenants in the communal lounge when it is safe to do so.



Mrs Mary Thomson of **Harbourlea Tenants Group** was recently invited to attend the Age Scotland AGM by video call. She told Down Your Street:

*"I recently attended the Age Scotland AGM by video call. I have used the system a few times so felt comfortable and confident.*

*In all, 150 people attended. The meeting followed the usual format: introductions, minutes and so on. There was a special resolution to amend company articles to include virtual AGM.*

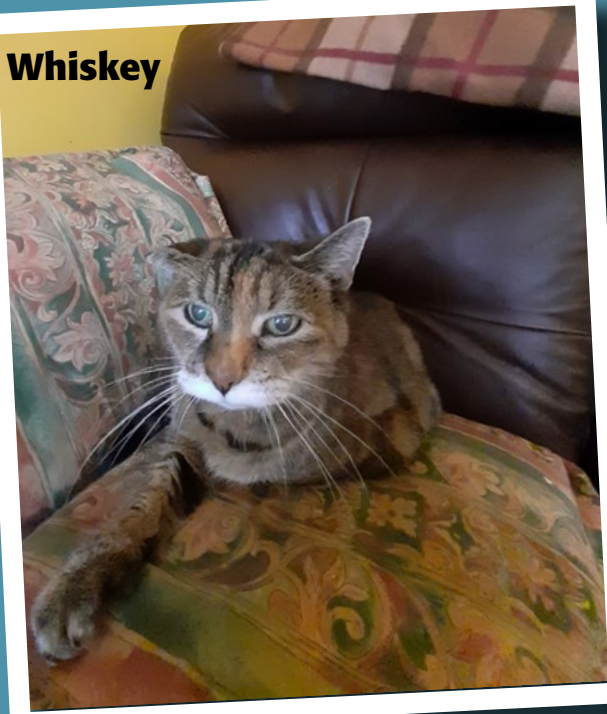
*Afterwards, an awards ceremony was held. This was for projects such as Stonehaven Men's Shed and Local Voices from Helensburgh, to name a few. There was also an award for volunteer of the year which was won by a lady from Larkhall.*

*I found it all very interesting. It made me think. I was very impressed with the way the meeting was handled. Sign me up for next year!"*

# Pets Corner

Hello from our furry friends!

**Whiskey**



**LOCKDOWN LARDER**



## Macaroni Cheese

- 100ml milk
- 50g butter
- 300g macaroni
- ½ teaspoon salt
- 115g mature cheddar cheese
- 1 tablespoon plain flour
- ½ teaspoon mustard powder

1. Fill a pot with water and bring to the boil.
2. Add macaroni and allow to cook until soft.
3. Drain water from macaroni and return to the hob on a low heat.
4. Add flour, milk, butter, mustard powder and seasoning to the pot - stir until thick.
5. Add cheese, a handful at a time, and allow to melt into a creamy sauce.
6. Serve and enjoy!

**Bailey**



Got an animal welfare issue relating to Coronavirus? Call the Scottish SPCA's animal helpline on 03000 999 999.

# Remember **FACTS** for a safer Scotland

**F**

Face coverings



**A**

Avoid crowded places



**C**

Clean your hands regularly



**T**

Two metre distance



**S**

Self isolate and book a  
test if you have symptoms



[nhsinform.scot/coronavirus](https://nhsinform.scot/coronavirus)  
#WeAreScotland