

DOWN YOUR

Street



GOLD ACCREDITED
FOR EXCELLENCE IN
TENANT PARTICIPATION

**Older Persons Housing
Tenants' Magazine**

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Get in touch

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If you need to get in touch about this issue, you can contact us in the following ways:



01383 602220



tenantparticipation@fife.gov.uk



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



@fifecounciltp

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

Sudoku

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

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



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

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,

We are now entering Spring which brings lighter nights and warmer days. This year brings more change than normal as we begin to see a careful and cautious easing of COVID-19 restrictions.

It is good news that the vaccination programme is making progress. However, it is important to remember that government guidance remains in place and everyone must continue to follow FACTS.

I appreciate that everyone wants services to return to "normal" as quickly as possible and this will be achieved following Scottish

Government guidance. Any changes to services will take time and I ask for your support and co-operation.

As ever, I thank you for your patience and your help in working with us in the current restrictions. Lastly, I would like to thank staff – this has been a very challenging period for everyone and they have all worked hard to continue delivering vital services.

Take care and stay safe.

Paul Short - Service Manager

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

Word search

Find the following health and wellbeing related words

BALANCE

STRENGTH

ENERGY

HAPPINESS

ACTIVE

HYDRATE

READ

EXERCISE

WALK

MINDFULNESS

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

Information for tenants in Older Persons Housing

COVID-19 is a respiratory infection that was first identified in late 2019. It can cause serious illness, hospitalisation and even death.

COVID-19 is highly infectious and spreads through the air when people cough or sneeze, or when they touch surfaces where it has landed then touch their eyes, nose and mouth.

Symptoms include: a high temperature or fever; a new continuous cough; shortness of breath and loss of, or change in, sense of taste or smell. Some people don't experience any symptoms but are still infectious and able to pass it on to loved ones, friends, and the wider community.

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 remain open with safety measures for tenants, 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

Only emergency and outdoor repairs can be carried out at this time. Gas servicing and electrical checks continue due to safety and legal reasons. Outstanding routine repairs will be re-scheduled when guidance changes and customers will be contacted with a new appointment.

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



The Well Online

The Well Near Me allows you to have a video conversation with professionals from the comfort of your home. This ensures you are provided with support whilst keeping safe.

The Well allows people to speak to Health and Social Care professionals and discuss queries in relation to health and wellbeing. People can speak to social work staff, local area coordinators, self-directed support advisors, benefits advisors, and others.

The service is for anyone 16+ looking for advice and support. Friendly staff empower people to find solutions to problems quicker and easier, giving the right information at the right time. The Well also provide BSL interpreters, if required.

The Well Near Me is live:

- Every Tuesday to Thursday from 10am to 12noon.
- Every Monday and Thursday from 1pm to 3pm.

To access the service, you need a device for making video calls (smartphone, tablet, laptop or computer), internet connection (WiFi or mobile data) and Google Chrome or Safari internet browser.

Grab a cuppa, get comfy and visit **www.fifehealthandsocialcare.org/the-well/**

to join the waiting room and speak to us.

If you are unsure on how The Well Near Me works, head to Facebook and check out the information video: **www.facebook.com/FifeHSCP**

Not everyone has access to technology or internet, so for those who are not be able to go online please use The Well phonenumber: 03451 55 15 00. The Well phonenumber is active at the same time as The Well Near Me – every Wednesday and Thursday from 10am to 12noon.

To book an appointment for The Well Near Me or to ask questions about the service, please contact The Well Coordinator Aleks Atanasova at aleksandra.atanasova@fife.gov.uk



Council Tax reduction – make sure you claim yours

Fifers are being reminded to check if they are entitled to a discount on Council Tax, especially if they receive Universal Credit.

Council Tax reduction is a means tested entitlement based on household income, circumstances, savings and investments. Many people think because they have applied for Universal Credit they will automatically receive a reduction on their Council Tax, but this isn't the case – you must apply for it separately to the Council. In certain circumstances the reduction can be backdated up to three months.

Councillor David Alexander, Co-Leader of Fife

Council, said: "You may also be entitled to a reduction if you live on your own or if someone in the household is substantially and permanently disabled, severely mentally impaired, including people with dementia and their carers - or a student."

Councillor David Ross, Co-Leader of Fife Council, added "Don't forget, if you're struggling to keep up to date with your council tax bill please get in touch as soon as possible. We can discuss reductions and discounts that you may be eligible for, set up payment plans for anyone who's fallen into arrears, and signpost you to a range of external money advice services."

For more information and to apply for a reduction visit www.fife.gov.uk/counciltax



The COVID-19 Vaccine: Protect Yourself

The COVID-19 vaccination programme has commenced. The programme is being rolled out in phases across Fife.

NHS Fife are closely following guidelines by the Joint Committee on Vaccination and Immunisation (JCVI) as well as Scottish and UK Governments regarding vaccination groups, starting with those whose lives are most at risk from the virus.

A robust booking system is in place and NHS Fife will be in touch with you to arrange your vaccination appointment when it is your turn.

The vaccine is the best way to protect yourself from COVID-19.

- The vaccine will reduce your risk of getting seriously ill from COVID-19. Catching COVID-19 can be serious and may lead to long-term complications. Being healthy does not reduce your risk of getting COVID-19 and passing it on.

- You can spread COVID-19 to family and those around you, even if you have very mild symptoms or no symptoms at all.
- With high rates of COVID-19, it's more important than ever to stop the spread of the virus. The COVID-19 vaccine should help reduce the rates of serious illness and save lives.
- Getting your COVID-19 vaccination as soon as you can should protect you and may help to protect your family and those around you.

NHS Scotland strongly recommends you get the vaccine as soon as it is offered to you.

If you have any questions about the COVID-19 vaccine, visit www.nhsfife.org/covidvaccine or call the National COVID-19 Vaccination Helpline on 0800 030 8013 (available 8am–8pm, 7 days a week).



Covid-19 Vaccine Scams

Advice from Trading Standards Scotland

Since the Scottish Government began the roll out of the Covid-19 vaccination programme, there have been several reports that scammers are sending messages or phoning and claiming to be from the NHS, telling people that they are eligible to apply for their vaccine.

Scam messages usually ask the recipient to click on a link leading to an online form which looks similar to the real NHS website – these bogus websites ask them to enter personal and financial details.

There have also been concerning reports of scammers posing as NHS staff who have visited vulnerable people at home and offered them the vaccine for a fee, or even administered fake vaccines.

The Covid-19 vaccine is free. If you are offered it at a price, it could be fake, stolen or non-existent.

You will be contacted by NHS Scotland by letter or phone to arrange your vaccination appointment when you are eligible.

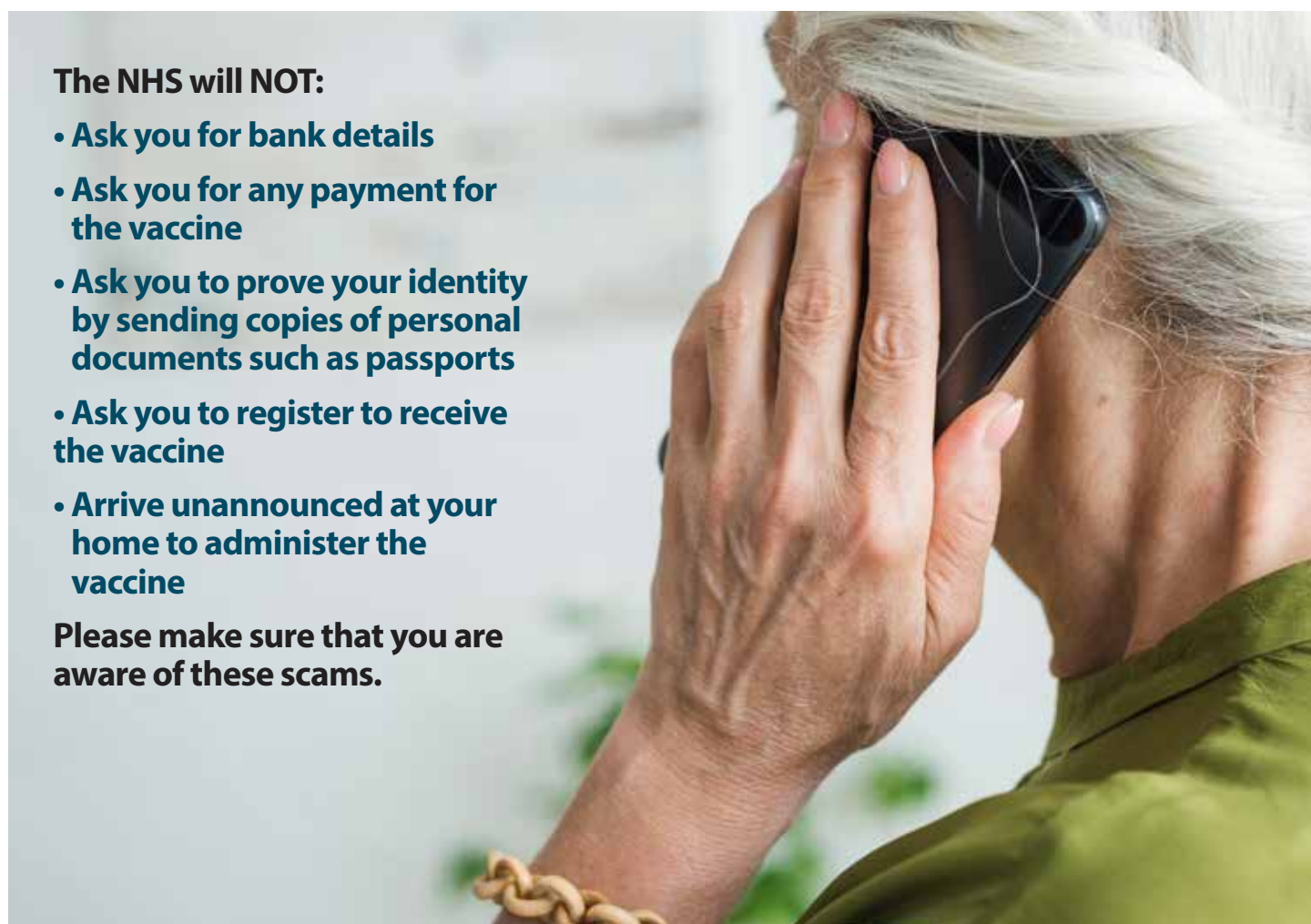
If you are unsure about a message you have received in relation to Covid-19, call the NHS Scotland national helpline on 0800 030 8013.

If you are concerned that you may have provided personal or financial information via a link in a scam message, contact Police Scotland on 101. If someone comes to your property claiming to be offering a vaccine for a fee, do not engage with them, close and secure your door, and call 101.

The NHS will NOT:

- Ask you for bank details
- Ask you for any payment for the vaccine
- Ask you to prove your identity by sending copies of personal documents such as passports
- Ask you to register to receive the vaccine
- Arrive unannounced at your home to administer the vaccine

Please make sure that you are aware of these scams.



Acts of Kindness

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

Digital Connectivity

Lead Scotland have been teaching digital skills to tenants at Park Road Retirement Housing in Kirkcaldy. Sessions were due to be held in the Roundhouse but unfortunately couldn't go ahead due to current government restrictions. However, Lead Scotland offered an alternative and have been providing support on how to use computers and the internet via telephone and video call.

"I was interested in learning about digital media and the internet and I got matched with a volunteer called Emma. Emma worked with me on video call for one hour a week for six months. I really enjoyed the sessions and have learned so much. Two of the things Emma has taught me is how to download apps and use search engines. Google is brilliant - ask it any question and you will get an answer! One of my favourite apps is Edinburgh Zoo; I love watching the antics of the penguins from the comfort of my home. I can now do many things that make my life easier including online shopping and banking. If you haven't tried using the internet, I would totally recommend giving it a go as it has opened a whole new world of interest for me." Bill McAughey

For more information about learning digital skills, please ask the officer on-site.



Community Spirit

Christmas was very different for everyone this year, but local organisations continued to display their kindness and generosity. First Responders, East Neuk Frail Elderly Project, local businesses, and Morrisons provided Christmas dinners and donated mince pies, shortbread and raffle

gift tokens to tenants at Harbourlea Very Sheltered Housing in Anstruther. Some tenants ordered afternoon tea during the festive period. A cheeky little elf helped safely deliver the teas and wished the tenants a Merry Christmas. The tenants of Harbourlea would like to thank all the local businesses who have supported them during lockdown by delivering shopping, offering meals, providing Flexibus, and being considerate to their needs.



Kind note

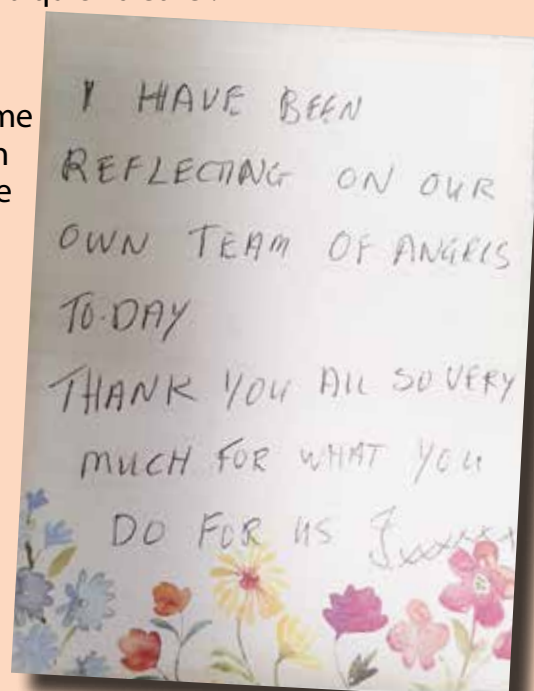
In March 2020, Graeme temporarily stepped away from his role as Youth Justice Officer to volunteer in Older Persons Housing.

For the past year Graeme has safely delivered lunchtime meals to ensure tenants at a very sheltered housing complex continue to receive their meals service.

Graeme has been supported by the team, most recently with help from Jacqui. Together they are quite the duo, delivering meals whilst providing a friendly face and a quick blether.

On the first anniversary of lockdown, Graeme was reflecting on the year when he noticed a tenant left this kind note. Everyone was delighted with this lovely gesture!

Thank you to all staff who work so hard – particularly over the past 12 months - to support those in Older Persons Housing.



Community Testing in Fife

Around 1 in 3 people with COVID-19 have no symptoms but could be passing the virus on to loved ones, friends and the wider community without knowing it.

By getting tested when you don't have symptoms, you can play your part in the fight against COVID-19 and help to keep everyone safe.

Community testing sites are available across Fife, providing quick and easy access to testing.

By getting tested you can find out if you have the virus and, if you are positive, take immediate action to stop the spread of the virus to others by self-isolating.

Confidential support, including financial advice and information and practical help, is also available if you have to self-isolate.

Up-to-date public health information determines where testing sites are located in Fife. Targeting specific areas makes the most impact and helps reduce the spread of COVID-19.

All sites will be open for a short time – please take advantage of the opportunity to get tested at a site near you.

For more information, visit www.nhsfife.org/communitytesting

TESTING IN FIFE

**Stop the spread,
protect your loved ones,
friends and community**



Chicken Pie

A delicious one-pot chicken dish!

Preparation: 10 minutes

Cook: 35 minutes Serves: 4 (freezable)

Ingredients:

- 1 onion, sliced
- 400g pack skinless chicken thighs, cut into chunks
- 1 tbsp vegetable oil
- 150ml chicken stock
- 325g can sweetcorn, drained
- 6 tbsp crème fraîche
- Handful of parsley or basil leaves, chopped
- 750g potatoes, cut into chunks

1. Heat oven to 180C/160C fan/gas 4. Heat the oil in a large saucepan then add the onion and chicken. Fry for 5-10 mins until onion is soft and chicken is golden. Pour over the stock, bring to the boil, then simmer for 20 mins until the chicken is cooked. Stir in the corn, then add 3 tbsp crème fraîche and herbs.

2. Meanwhile, boil potatoes until soft. Drain and mash with remaining crème fraîche. Spoon the chicken mix into four pie dishes and top with mash. Place on a baking tray, then bake until potato is golden.

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
#WeAreScotland