

CUSTOMER
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Tenant Talk

Falkirk Council
Tenants' Magazine
Winter 2022
Edition No.23

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£50 to be Won in the
Children's Competition

**Bringing the
Community
Together**

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**Help Towards
Your Fuel Bills**

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Can Help With
the Cost of Living**

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Editorial

Welcome the 23rd edition of Tenant Talk, in this edition you will find information about the window replacement programme, services offered by the Kersiebank Community Centre and Talbot House. The panel are keen to hear what readers think about Tenant Talk, please email tenant.participation@falkirk.gov.uk if you want to find out more about what the panel do, or have any suggestions for future articles.



Denis



Katrina



Liz J



Sharon

Vacancy for Editorial Panel

If you are interested in investigating articles and sharing information about Council services, we would like to hear from you. To join the panel, you must:

- Be over 16
- Live in the Falkirk area
- Have an interest in writing and researching articles
- Have an interest in graphics/desktop publishing

We have four panel members but there is room for more!



Volunteering for over 35 years!

Margaret Meek

It is with a heavy, but understanding heart that we see our Margaret retiring from volunteering with housing. Housing Services and the Housing and Communities portfolio holder Cllr Gary Bous paid her a surprise visit and presented her with a bouquet of flowers.

Margaret started her volunteer journey at a young age, when her Mum arranged for her to help raise funds for a charity by selling poppies outside Jessie Scott's Sweetie Shop during the 2nd World War. Margaret was not keen and a bit shy, but done as her mother asked, and loved every second of it.

'I had never done anything like this, and did not fancy the idea at all but then surprise, surprise, I thoroughly enjoyed it and from that point I was hooked on volunteering'

Margaret volunteered with many services, and played a crucial role in the regeneration of the Dawson area, being part of the old Langlees, Dawson and Bainsford Forum. Margaret was also one of the original founding members of the Routes to Employment Scheme and Falkirk Art Club. Margaret was also part of the Dawson Gala Day Committee. Margaret wanted to thank Community Learning and Development for making learning fun.

Housing Services would like to thank Margaret for all her time, her feedback and support over the years. Both the Housing Scrutiny and Editorial Panel will miss her input and chat. Margaret was an active member of the Tenant's and Resident's Forum. Kindness is one of Margaret's many qualities, and this clearly runs in the family - Margaret wanted to share a poem her granddaughter; Sharon Grozier wrote with our readers.

Smiling

Smiling is infectious
You catch it like the flu
Someone smiles at me today
And I started smiling too

I passed around the corner
And someone saw me grin
When he smiled, I realised
Id passed it onto him

I thought about the smile
And realised its worth
A single smile like mine
Could travel round the earth!

(Sharon Grozier)

Macara Park Group Hosts Community Meal

The Macara Park Tenant's and Resident's Association have sprung back into action following the pandemic. The group want to raise their profile and attract new members, so they decided to host a community meal with a Halloween theme. The group worked hard getting donations for the raffle prizes. A good time was had by all.

The Community Meal gave locals and other voluntary groups a chance to meet each other and talk about future plans and projects for the community.

If you would like to know more about the Macara Park Tenants and Residents Association, please visit their community facebook page - search for Macara Park TRA.



Talbot House: the place to be

The volunteers at Talbot House, Talbot Street, Grangemouth put on a breakfast and a lunch every Tuesday and Thursday for the elderly, with the help of the Community Care Bus Service who assist those with mobility problems to access transport so they can come along and enjoy some good hot food, and importantly some social contact and conversation.

The Management Committee fundraise throughout the year to help meet the costs of running the centre, which is used by 30 -40 people a day.

It's not just all about food, it's about getting out the house and meeting others of a similar age, there is also a Dementia Club, both Gents and Ladies Probus clubs, a practicing Choir with around 40 folk participating - singing loud and proud. The Choir can be seen in action at the Abbotsgrange Parish Church on the 22nd December 2022. With Friday morning jazz band practice sessions, both the choir and the jazz band have been known to provide the entertainment at Talbot House.

If you would like to volunteer at the centre, please contact Charlie Greer at chas.greer@blueyonder.co.uk

If you would like to help the Community Care Bus Project please contact Kirsty. nicolson57@gmail.com

A Bit of Housing History



During the 19th century the population of Falkirk district increased dramatically as the iron industry transformed the rural community into a powerhouse of industry. Workers by the thousands arrived here and by far the greatest problem facing them was where to find a place to stay. Other than scattered farmhouses and the clusters of small poor quality village houses there was very little available.

In no time at all these were packed with men, women and children living in overcrowded, crumbling hovels which became centres of diseases like cholera and typhoid fever which carried off hundreds. No social security, little medical care,

and certainly no public housing. For much of the time there was no council. In time the biggest of the foundries like Carron, Falkirk Iron Works realised that if they wanted to continue to grow then they needed to solve the problem



themselves. From the mid-century they began to build houses which were rented to their new workers. One example was the creation of a new village of West Carron next to the works but elsewhere Stenhousemuir, Larbert, Bainsford, Grahamston and Camelon expanded. The Falkirk Building Society built hundreds of cottage style houses and then provided mortgages to the workers at reasonable rates. The area in Grahamston including Alma Street and Russel Street were soon filled with new homes. It was the beginning of a change but, as the population continued to grow, it was not enough.

Written by Ian Scott from Falkirk Local History Society
Look out for more stories from Ian in the next edition

Good Neighbour Award

Joyce and Elaine nominated Derek, from Grangemouth for a good Neighbour Award - Derek has been helping his neighbours keep their gardens and paths tidy. In winter Derek gets his shovel out to make sure his neighbours have a safe route out their house. He also takes the bins out and brings them in. Derek was presented with £50 worth of Klondyke Garden Centre vouchers to thank him for looking after his neighbours.

Everybody needs good neighbours.

If you have a neighbour you would like to nominate, please send us your story - tenant.participation@falkirk.gov.uk



Spooks in Falkirk



Spooks Trick and Treat Westfield



Spooks Help Raise Funds for Bonnybridge Gala Day

Whats on at the Westfield Park Community Centre

Monday

Westfield's Wee Ones (0-3yrs) . . . 9.30-11am
 Tae Kwon Do
 Beginners 5.45pm
 Seniors 6.45pm
 Korean Kick Boxing 7.45pm

Tuesday

Tae Kwon Do Tigers 5.30pm
 Kickboxing
 7-12yrs 6.30pm
 Seniors 7.30pm
 ESOL 10am
 (English to speakers of other languages)

Wednesday

Community Cafe 10am - 2pm
 Community Pantry 10am- 1pm
 Share a Craft 10am-12pm
 Upcycling Group 7-9pm

Thursday

Slimming World 9.30am
 Westfield's Wee Ones (0-3yrs) . . 9.30-11am
 Tae Kwon Do
 Tigers 5pm
 Beginners 5.45pm
 Seniors 6.45pm
 Jumior Youyh Club (8-12yrs) . 6.30-7.45pm
 Adult Korean Kick Boxing . . . 7.45pm

Friday

Community Cafe 10am-2pm
 Share a Craft 10am-12pm
 Stay Safe Class 10.30-11.30am
 Move it or Lose it 2.30-3.30pm
 Falkirk Spiritualist Church . . . 7-9pm

Westfield Street, Falkirk FK2 9DX
Volunteers Needed!



Editorial Panel members thought it would be a good idea to ask the Housing and Communities Portfolio Holder and the Director of Transformation, Communities & Corporate Services some questions about their role - here's how it went.

Q&A

with Portfolio Holder and Director



What does it mean to be Director

It's a privilege to be appointed Director of Transformation, Communities & Corporate Services. It is a unique job because the service covers everything from housing and libraries to finance and human resources.

Throughout my career I've always aimed to do the best by people. Being a director means I now have even greater scope to make a positive difference for communities, with the support of the good teams within my service.

What is the vision for social housing in Falkirk

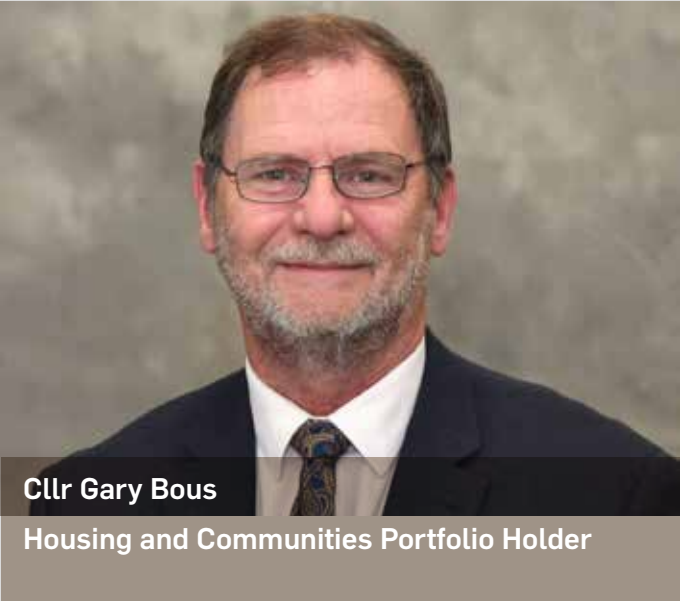
I want our housing service to be the best in the country. I know that is ambitious, given the tight resources we have, but is possible if we use the knowledge and expertise of all the teams within the service and that of our tenants.

I also believe everyone has the right to have a home that makes them feel safe and secure. I want to ensure we deliver good quality homes that are warm, affordable and accessible - places our tenants can be proud of.

What can you bring to table

Because I have lived in social housing in the past, I bring to the table understanding of some of the difficulties and issues tenants can face, and the impact these can have on their lives and wellbeing.

I also bring new ways of working and new ideas that I believe will help make our housing service the best in the country.



What does it mean to be the Housing and Communities Portfolio Holder

The importance of the Housing and Communities portfolio to Falkirk Council, and everyone across Falkirk District, is a responsibility I take seriously.

My experience over the years has given me a deep understanding of the need for good quality housing while creating great communities where people want to live, work, and spend their time. This is a responsibility I will take forward to the best of my ability.

What is the vision for social housing in Falkirk District

Social and affordable housing is an important part of creating great places to live. We need to deliver new, energy efficient homes that can be both a starting point and forever homes.

We also need to upgrade our existing homes. New doors and windows, energy efficient heating systems and solar panels are just some of the measures we can take to enhance the homes people live in now, and in the future.

Tackling homelessness is also a priority. People can become homeless for all sorts of reasons which are out of their own control. That's why people need to be at the heart of tackling homelessness, with prevention being key, but intervention at the earliest point being the first step. Working with the Scottish Government to deploy the Ending Homelessness Together fund of £50 million will be key to tackling such an important issue.

What can you bring to the table

Having started out my life in a room and kitchen in Glasgow, before going onto work in the housing construction and maintenance sector, I have seen housing and communities change since the 1960s.

I believe my lived experience, and experience in understanding property and property management stands me in good stead to help deliver good quality housing which is critical to creating sustainable communities. This gives me a good foundation to carry out my responsibilities as portfolio holder for Housing and Communities.

Careers in Housing

The “My Future’s in Falkirk” strategy has been the most successful economic development programme ever within the Falkirk Council area, particularly providing opportunities for young people.

Graduate Scheme

This allows young people to dip their toe into local government and provides them with a way to gain valuable technical, personal and leadership skills while using and building on the knowledge gained at University or College. A range of graduate opportunities have been implemented within each service in the Council. In housing there are currently seven [7] graduates all based within different departments including:

- Housing Needs
- Conflict Resolution and Private Sector
- Performance and Compliance
- Strategy
- Housing Operations
- Fairer Falkirk Team

These opportunities provide real work experience options for project/ research work.



- Caroline Calvert - Employee Support Officer
- Chloe Hughes - Modern Apprentice - Fairer Falkirk / Support for People
- Nathan Yule - Modern Apprentice - Income and Customer Relations Team [ICR]
- Robin Kirkcaldy - Modern Apprentice - Fairer Falkirk / Support for People
- Susan Gray - Training Co-ordinator

Sitting - Left to Right

- Callum Wynd - Graduate - Strategy Team
- Erin Muir - Graduate - Housing Operations, East Team
- Catherine Mullin - Graduate - Housing Operations, West Team
- Monika Bicev - Graduate - Conflict Resolution & Private Sector Team

Modern Apprentices

Modern Apprenticeships are a popular route to employment for people straight from school. Giving young people the opportunity to start a job with guaranteed training towards a recognised work-based qualification.

Most apprenticeships don't have formal entry requirements but for some there are qualifications required - e.g., some relevant subjects at National 4 or 5, and for technician level jobs some Highers may be required. Modern Apprenticeships vary in length depending on training required but can last between 9 months and 4 years. Generally, in Housing a Modern Apprenticeship will last for two [2] years.

Modern Apprentices are employed in a wide range of jobs throughout the Falkirk Council area and there are currently 6 in housing in the following team/s: -

- Fairer Falkirk / Support for People Fund
- Income and Customer Relations Team [ICR]
- Conflict Resolutionn & Private Sector

Staff and Tenants have made the Apprentices and Graduates feel welcome and we look forward to working with them and seeing their careers develop.



Grant Byers, who has been an apprentice in housing told us:

‘The thing I enjoyed most about being an apprentice was learning all about the new role, working within a team that are all close to each other and about different roles within the council that I would be working alongside. I decided to become an apprentice because I knew if I passed I might get a full time job. Thankfully, this happened, and I am now employed full time as a Mediation and Intervention Officer.

Bringing the Community Together



Kersiebank Community Centre

The centre has around 300 people using it per week during term time. Staff and volunteers identified a need to develop the capacity of residents in Grangemouth. The Kersiebank Centre has been awarded funding to develop the GEM Project which will see the delivery of various food related initiatives.



The Gem Project is all about:

Growing as a community and enhancing the personal development of volunteers' young people and service users.

Eating - increasing the quality and availability of produce and widening opportunities to learn to prepare and cook nutritious meals.

Meeting - food is central to our health and well-being. The GEM Project is at the forefront of social events, which have been intergenerational, multi-cultural and with other communities.

If you would like any more information with regards to this piece of work or anything related to the centre, please contact.

Nicola.muir@falkirk.gov.uk
Angela.clark@falkirk.gov.uk
stevenaitkenhead1971@gmail.com
Facebook: Grangemouth Community Café



What's On?

Monday

ESOL Family Group	18.00-20.00pm
Fibromyalgia Support Group	11.00am-13.00pm (Last Monday of every month)
Fibromyalgia Support Group Committee Meeting	11.00am-13.30pm (2nd last Monday of the month)
Line Dancing	19.00-20.30pm

Tuesday

Toddlers	09.30-11.30am
CLD-Digital Skills (referral only)	09.30-12.00noon
Children with disability youth club	18.00-21.00pm (every 2nd & 4th Tuesday)

Wednesday

Change Grow Live (referral only)	10.00am-3.00pm
Grangemouth Pantry	10.00am-2.00pm
Job Club/Literacies (referral only)	9.30am-12noon
Falkirk Wildlife Conservation Group	19.30-20.30pm (monthly)
Community Café	10.00am-14.00pm (20/04/22-15/06/22)
ESOL Family Group (referral only)	18.15-20.15pm

Thursday

CLD Digital Skills (referral only)	9.30-12.00noon
Change Grow Live (referral only)	9.00am-14.30pm
CLD GEM Project Youth Provision & Café	17.00-21.00pm

Friday

Toddlers	9.30-11.30am
Kersiebank Youth Club	17.30-21.30pm





Free WiFi and Computer Access!

Falkirk Council has 8 public libraries which offer a warm, safe, welcoming space for everyone. Libraries are free to access public spaces and provide a wide range of information, activities, and services, from room to work or study, free WiFi and computer access.

6 Ways We Can Help with the Cost of Living

In Falkirk alone, benefits of almost £36million go unclaimed every year - money that people in the area are entitled to. It's worth checking what you're entitled to by regularly using our Entitlement Calculator. As your circumstances change, you may be entitled to more money.

- 1.** Falkirk Council's Debt Advice Team can give you free help and advice on all types of debt including rent and mortgage arrears, council tax, personal loans, hire purchase agreements, credit cards, store cards, payday loans, catalogues and fuel bills.
- 2.** You can order free period products online or collect them from public and community buildings across the area. Find out where products are available on the Our Falkirk map or complete a short webform to order what you need, including disposable and reusable products.
- 3.** If you're struggling to find employment, our Employment & Training Unit (ETU) can help.
- 4.** With a Go Card, you can get FREE access for yourself and two kids to any of our swimming pools. If you want to use it to access a warm place and have a hot shower, that's OK too.
- 5.** Young people aged between 5 and 21 years old are eligible for free bus travel from 31 January 2022, and can apply online.
- 6.** If you know someone who is struggling financially, encourage them to seek help.

Help is out there for people - so let's make sure they get it.

Help towards your Fuel Bills

This year has been an exceedingly difficult year for many of us with rising food bills, petrol prices increasing and of course our energy bills have been increasing too.

The Energy Price Guarantee which came into effect on 1 October 2022. This means the Energy Price Guarantee for someone with typical use will be £2,500 a year and will last for two years. This is roughly a 25% increase on the Price Cap level of 1 April.

It is worth noting that this is a cap on the unit price of the energy and the standing charge, so the more energy you use the higher your bill will be.

To help consumers in other ways the Government has pledged further support, which is summarised here: -

Energy Bills Support Scheme - £400 grant to be paid in six instalments between October and March 2023.

Other Govt Support - Households in receipt of means tested benefits will receive £650 paid in two amounts in July and the Autumn 2022.

Extra winter fuel payment - Pensioner Households to receive an additional £300 paid with the usual Winter Fuel Payment, paid in the Autumn 2022

Cost of living payment - Households in receipt of disability benefits will receive a one-off payment of £150, paid from 20 September 2022

Other support includes the continuation of the Warm Home Discount (WHD) which is a one-off payment of £150 paid by your energy supplier. The money is not paid directly to you but is paid into your electricity account between the months of September and March. If you receive the Guaranteed Pension Credit, you will receive this payment automatically, this is called the Core Group. Applications for the Broader Group should open soon so contact your energy supplier or look at their web site to find out more.

If you would like information and advice about how to save energy, please contact Home Energy Scotland on 0808 808 2282. They can offer free, impartial advice and are open Monday to Friday, 8am - 8pm, and Saturday 9am - 5pm.

Your Housing Officer can also provide help and support and there is lots of information on the Falkirk Council website, just type in Energy Advice in the Search box.

Help maintaining, adapting, or repairing your home - Energy advice | Falkirk Council



If you had a flood could you keep your head above water?

From £1.28 a fortnight you could!*

Having home contents insurance can't prevent floods, thefts or fires from happening, but it can help you get back on your feet.

Find out more about protecting your furniture and personal possessions.

Call: 01324 506356 or 01324 506350

insurance@falkirk.gov.uk

*£1.28 a fortnight for £9,000 standard cover

Terms and conditions apply, contact above.

Price includes Insurance Premium Tax (IPT) charged at the appropriate rate.

Lower sums insured at lower rates are available for over 60's.

The policy is underwritten by Aviva Insurance Limited. Aviva Insurance Limited Registered in Scotland Number 2116. Registered Office: Pitheavlis Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.
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Scammers

Housing Services has received a few phone calls from tenants who have been contacted by phone or sent messages by companies asking about outstanding repairs to their home. Unfortunately, these are a scam with the intention of obtaining your personal information or money.

SCAM ALERT!

Stop and Think!

- Stop and think, could this be a scam, if you have any doubts, do not give out any information. Ask for a phone number you can call the person back on.

Should our staff have a reason to phone you about a repair, they will always identify that they are from Falkirk Council and advise what repair they are calling about. We generally only phone you about repairs:

- if we need to arrange/re-arrange an appointment to carry out a repair
- if an appointment was arranged and our tradesperson is at your home and can't get in
- if you have made an enquiry or complaint about a repair.

Go Green - Save Money

'Eco Friendly' products can be expensive, leaving those with less income feeling like 'going green' is a luxury. There are a lot of things that can make a difference in terms of Climate Change and at the same time help people to save money and improve their quality of life, e.g.



- Better insulated houses mean lower bills and greater comfort
- Walking and cycling instead of driving saves money on petrol and can improve physical and mental health
- Buying second hand can save money and often means getting better quality stuff (there are some amazing bargains to be had!)
- Reducing meat and dairy consumption can save a fortune
- Swapping long distance travel for 'adventures close to home' can mean less time, stress and money spent on travel and more time and money to enjoy the day out/holiday location

The council's work around climate change is not about prioritising 'going green' over other things that are important to people, but where possible to make the most of co-benefits as above.

These papers will give readers the most up to date information on progress being made in relation to Climate Change in Falkirk Council.

- October update: Falkirk Committee Information - View Committee Document
- February update: viewSelectedDocument.asp (falkirk.gov.uk)

The sustainable Falkirk map: Maps & local information - Sustainable Falkirk - Local green businesses | Falkirk Council

Don't have a rubbish Christmas!

Christmas is a glorious time of the year for celebrating with friends and family. One thing that may slip your mind is waste.

It's estimated that an extra 30% of rubbish is produced and binned throughout the festive period when compared with the rest of the year and around three-and-a-half black bags full of festive packaging will be thrown out per household (now that's a lot!)

Recycling more and doing your bit at home means we all collectively take pride in Falkirk!

Our top tips

- Prepare your Christmas feast in advance so you know what you need to buy. This saves you money and reduces waste.
- Any food scraps and plate scrapings should be recycled in your food waste caddy.
- If wrapping paper holds its shape when scrunched into a ball, it can be recycled in your burgundy bin. If it springs back, then it's not recyclable.

- Avoid cards or wrapping paper that are laminated, made of foil, or have glitter as this contains microplastics and cannot be recycled.

- Remember, glass bottles and jars can go in your black box or be taken to your nearest recycling point.

- Put the right items in the right bins to prevent contamination. Unsure? Check out our handy A-Z what goes where tool at www.falkirk.gov.uk/whatgoeswhere

- Follow our Facebook page - Take Pride in Falkirk for handy tips, tricks and waste related posts

- More information can be found at www.falkirk.gov.uk/festivewaste (or recycling)

Make sure you know when your collections are over the festive period by checking www.falkirk.gov.uk/binday This means you can be prepared for any waste and plan as necessary. We can all do our bit this Christmas to reduce waste, recycle more while also having a merry time!



Leave the Car and Get Rewarded!

If you live or work in Falkirk and the District towns, you are invited to sign up to Falkirk Council's **FREE Take the Right Route** campaign to earn rewards via the **BetterPoints app** for leaving your car at home.

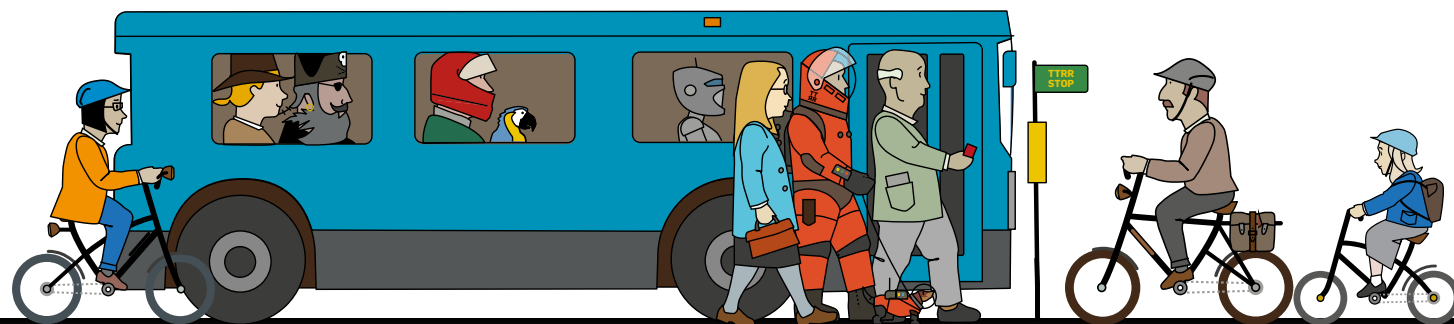
The campaign provides local people, like you, with rewards for engaging in a more active and sustainable lifestyle by choosing to walk, run, wheel, cycle and take public transport more often. The BetterPoints app tracks your activities and then rewards you with points for any journeys not taken by car, which you can then redeem with local businesses through the Falkirk District Towns Gift Card or donate to charity. There will also be plenty of opportunities to win prizes throughout the campaign, which runs until the end of December 2022.

Taking part in the challenge is easy:

- Simply download the free BetterPoints app from the App Store or Google Play.
- Register your details, join the 'Take the Right Route' campaign, and use the BetterPoints app to track your active journeys.

Get involved today to join the hundreds of other local people already taking part!

To find out more about this campaign visit the website.



Decarbonise Falkirk

The Energy & Climate Change Team at Falkirk Council have been working to produce a **Local heat & Energy Efficiency Strategy** in line with **Scottish Government Guidelines**. This strategy will outline how we decarbonise heat in buildings and become more energy efficient across the Falkirk council area.

Falkirk Council are working to create a more environmentally friendly way to heat our homes. This will involve moving away from fossil fuels and moving towards low carbon sources of heat. We would like to hear your thoughts to make sure we tackle this in the best way possible for the local community.

This link will take you to our short survey - www.falkirk.gov.uk/decarbonise. Your answers to these will help us on our journey to a low carbon Falkirk council area, helping us understand how we can involve local residents in the future.

Affordable warmth that won't cost the planet.

Please take our short survey here:



Window Replacement Programme

The replacement window & door programme is now well underway with 3 contracts placed to cover the first 4 years of the 8-year programme. The Contractor, Sidey is working in the West and Central areas and the other Contractor, DCL Joiners working in the East.

Over 750 Council homes now have quality high performance windows & external doors fitted in Blackness, Whitecross, Bo'ness, Avonbridge, Slammanan and Bonnybridge and as Autumn arrives, we will see homes in Airth, Limerigg, California, Grangemouth, Carronshore and Dennyloanhead receive the benefits from the programme.

We are finding the installers can carry out the work within one day aiming to minimise disturbance to tenants. From our initial tenant survey results, we have received a high level of tenant satisfaction from the experience of having the work carried out within the home.

Being triple glazed and fitted with quality weather seals, the new windows and doors will help to reduce heating bills, eliminate draughts, and help reduce external noise. The new doors are designed to provide a high level of security, being Secure by Design approved. Being made of composite construction will improve heat insulation and provide a long-lasting quality finish.

Tenants will be receiving a notification letter from the Contractor's in advance of the window surveyors visiting your home to provide you notice and they require about 12 weeks before the installation can then be arranged. This period allows for the windows to be manufactured to suit each home. You can help by allowing access to the surveyors to prevent a delay in the improvement in your areas.



Defibrillators in Falkirk

A Public Access Defibrillator (PAD) is the placement of a defibrillator in a location so that it is available 24 hours a day 7 days a week. Defibrillators are housed in suitable storage cabinets built specifically for this function. They are registered so that the Ambulance Service can access the details/location and pass this on to a person calling 999.

A defibrillator is a very safe and easy to use electronic device and are designed to be used by anyone. It automatically reads the heart rhythm of someone who may have suffered a cardiac arrest and diagnoses if an electric shock is required to restore a normal heart rhythm. If it is required, a defibrillator will allow you to safely deliver a controlled electric shock to the heart.

Calling 999 is crucial to get professional help on the way. They will also tell you if there is a defibrillator nearby and the code if in a locked cabinet. The sooner CPR and a defibrillator are used, the more effective medical staff can be when they arrive.

A local charity has secured funds through the Community Choices Programme to place Defibrillators within the nine wards of Falkirk District.

While this provides the district with some coverage, it still leaves large areas without anything at all. We hope community groups can work together in finding funding to allow placement of defibrillators in their area.

You can check where your nearest defibrillator is located at www.defibfinder.uk

For more information, please contact Martin Stuart martin.stuart@blueyonder.co.uk



Community Estates Team Trained to Administer Naloxone

What is Naloxone

Naloxone is an emergency medication that can reverse the effects of an overdose of opioids like heroin or methadone.

The rationale behind Naloxone training for the Community Estates Team officers is that because they engage in front line, visible patrols, they would be an ideal first point of call in an emergency where an immediate intervention is required and could save a life. The Community Estates Team is a small group of experienced officers who patrol all 'Housing'

estates and areas of Housing land within Falkirk Council. They work closely with all Housing Officers and Estates Caretakers and have regular contact with council tenants during their duties. These revolve primarily around environmental crime, such as fly tipping, litter, and dog fouling.

Wordsearch

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

Find the following TWELVE WINTER words:

BITTER

CURLING

FREEZING

FROSTY

ICICLE

MELTING

MISTY

SNOWBOARDING

SLEDDING

SNOWFLAKE

SLIPPERY

WHITE.

Once you've found them simply draw a ring round them, fill in the form below and post us your entry.

Wordsearch Competition winners will receive £50 Asda Vouchers and £25 for runners up.

Closing date is 4th January.

Name:

Address:

.....

.....

.....

.....

Daytime Tel No:

Post to:
Tenant Talk Wordsearch,
Community Engagement Team,
The Forum, Callendar Business Park,
Falkirk, FK1 1XR.

Employees of Falkirk Council are not eligible to enter.
The Editor's decision is final.

How You Can Get Involved



Housing work with 11 Registered Tenant's and Resident's Associations who represent their community. We also work with several other groups:

- **Tenant Led Scrutiny Panel** - this group looks at service delivery and performance, and can make recommendations to improve a service.

• **How Your Rent Money is Spent** - this group do as the title suggests, ensuring that tenants are getting value for money. This is a new group, and they are making good progress.

- **HAMP** - Housing Asset and Management Programme - this group looks at our new builds, disposals, acquisitions and also keeps track of the progress of things like the Scottish Housing Quality Standard and Energy Efficiency Standard for Social Housing.

• **Editorial Panel** - helps us with producing Tenant Talk, this group also approve many of the housing publications and leaflets.

• **Tenant's and Resident's Forum** - this is a group open to the public who meet every three months to talk about housing and related matters - the group set the agenda.

Most groups are looking for more people to join them, if you are interested in finding out more about any of these groups, please email tenant.participation@falkirk.gov.uk

If you would like a copy of the Tenant and Customer Participation Strategy, please email tenant.participation@falkirk.gov.uk or call 01324 590858.

Children's Christmas Competition

In this edition we are inviting children to send us in their Christmas pictures.

- **A4 size with nothing stuck to the paper.**

• **You can use paint, crayons, pencils or felt tips whatever you prefer to create your masterpiece.**

• **Please put your name, age, address, and telephone number on the back of your drawing, so we can contact you if you're a winner.**

£50 Smyths Toys Vouchers for the winners and £25 for runners up.

Good luck everyone - competitions close on the 4th of January.



Name:

Address:

.....

.....

Age Group: ☐ 3-5 ☐ 5-7 ☐ 7-10

Daytime Tel No:

Please send your entries to:
Community Engagement Team, Falkirk Council, The Forum, Callendar Business Park, FK1 1XR.

Competition closing date is the 4th January.

Winning entries from the Children's Competition will be shown in the next edition of Tenant Talk.

Competition Winners



Ellie from Laurieston



and Ryan from Camelon who both received £25 gift voucher for Smyths Toys

Adult Wordsearch Winners

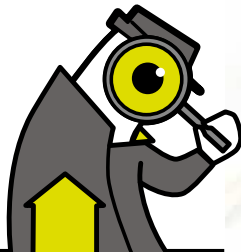
Mark and Martin from Falkirk, and Mrs Laurie from Langlees who all received a £25 gift voucher for Asda.

How do you do yours?



For the next edition of Tenant Talk we are looking for recipes from tenants. Please send us in your Stovies Recipe, your recipe might be chosen for the next edition of Tenant Talk - recipes can be sent to tenant.participation@falkirk.gov.uk

While we wait for you to send in your recipe, why not try making some homemade Scotch broth soup. This soup can be more like a stew, with the kind of consistency that will "line your stomach".



Keeping an Eye On

The Tenant Scrutiny Panel are looking at whether changes to the bin collection service have had an impact on how Housing Services manage their estates. They have already met with Area Estates Officers and Waste Management Officers. The role of the Tenant Scrutiny Panel is to help improve service delivery, by making recommendations following investigation. We will keep readers up to date with their findings.

www.falkirk.gov.uk/housingperformance

Scotch broth soup

Ingredients:

- 800g lamb on the bone
- 3 medium sized carrots, peeled, diced
- 1 turnip, diced (or a swede which would be more traditionally used in Scotland)
- 2 onions, peeled, diced
- 1 leek, white part only, sliced
- 100g pearl barley
- 100g dried peas, soaked in water for 4-5 hours, drained
- salt
- freshly ground black pepper
- Chopped parsley
- One splash of Scotch whisky (optional)

Method:

- Place Lamb in a large pan and cover with water, place heat to around medium.
- Dice the turnip, 1 of the carrots and the onions, grate the other 2 carrots and slice the leek.
- When the pot is simmering add the above veg and skim off any froth as it cooks.
- Rinse the barley and peas (post soak) and add to the pan together with the chopped parsley.
- Leave to simmer for around 2-3 hours, remembering to stir occasionally and skim of fat and froth with a wooden spoon.
- Add the salt and pepper.
- Stir more often towards the end of cooking time as barley may stick to base of pan.
- Remove the lamb 15mins from the end and let it cool a little before removing the meat from the bones. Discard the bones.
- Cut the meat into small pieces and add to the soup.
- Taste the soup, season with salt and pepper if necessary and serve.



Contact Us

One Number: **01324 506070**

Email Housing Services: **housingservices@falkirk.gov.uk**

Email for Housing Repairs: **housing.repairs@falkirk.gov.uk**

If you want to receive Tenant Talk in an alternative format, please email tenant.participation@falkirk.gov.uk or call 01324 590858