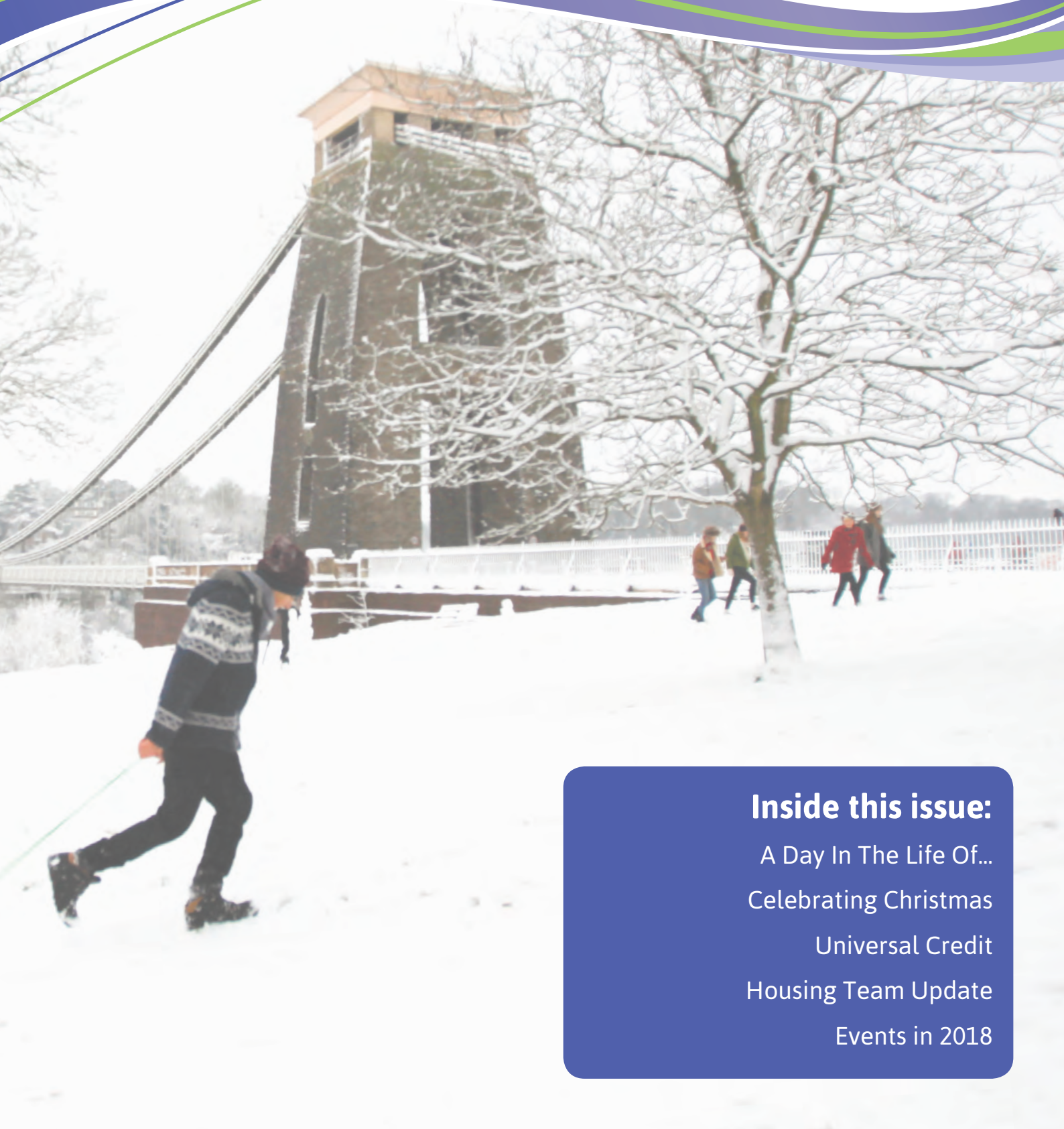




# grapevine

Winter 2017/18



## Inside this issue:

A Day In The Life Of...  
Celebrating Christmas  
Universal Credit  
Housing Team Update  
Events in 2018

# Welcome

## CEO editorial



**So here we are again, six months on from my last editorial for the Grapevine magazine, and with plenty of news to share with you as we wave goodbye to 2017 and say hello to 2018.**

Where to start then? Well how about something that every one of our 1,200 Brunelcare employees can take great pride in? In November, we won the main award of Care Employer at the Great South West Care Awards. This was versus many familiar care providers from all across the south west region, from Gloucestershire down to Devon & Cornwall. Another award winner on the night was Monika Szwolko from our Saffron Gardens care home, who won the award for the best Ancillary Care Worker. We also had six other finalists on the night, so well done to all of them too!

In terms of the housing regulator, the Homes & Communities Agency (since renamed Homes England) we were very pleased to recently have retained the highest rating they award of G1V1 (governance and financial viability). We must not be complacent though and we still have more work to do in readiness for a possible in-depth assessment from the HCA, which they plan to do for all housing associations at least once every four years.

It has also been nice to get very positive feedback about the responsiveness, flexibility and creativity of our reablement and domiciliary care within the Community Services division from senior local authority officers.

In addition to the above awards already noted, Robinson House won an award for specialist palliative care from Care & Support West and Deerhurst retained its level one kite-mark from Dementia Care Matters.

On a less positive note, Bristol City Council has notified us that they are not proceeding with the two dementia nursing homes which we had been working on for the last 18-24

months at Lacey Road, Stockwood and New Fosseway Road, Hengrove. I am sure you will know, there has been a lot of change at the Council this year with a large number of redundancies, so plans are unclear as to what happens next in this area.

Following David Rice's departure as Housing & Business Development Director in late 2017, I am pleased to confirm that Michelle Richards has been appointed as the Acting Director of Housing & Property for Brunelcare. This is for a period of six months, when we will review the long-term plans for this role on the senior management team.

In the next edition of Grapevine, I will be giving you an update on a few new areas including:

- Our recent Stock Condition Survey, undertaken by Ridge, which covered 99% of our properties.
- Saffron Gardens care home's application for the end-of-life accreditation under the Gold Standards Framework.
- Our plans for providing reablement and domiciliary care services in South Gloucestershire, following a recent local authority tender process.
- The feedback from our recent employee satisfaction survey, where we achieved a 58% response rate and 85% satisfaction rate, which are both very high in my experience of multi-site charitable organisations.
- How we will be engaging with you as we do a Strategy Refresh for the charity in 2018.

So, we look forward to a challenging but exciting time ahead in 2018 and will strive to continue to deliver as high quality service to all of you as we possibly can. Thanks again to all of Brunelcare's employees for their continued commitment and dedication to their jobs.

**Kevin Fairman - CEO**

# Extra Care

## Housing editorial

# Hello to everyone!



**As the festive period settles down, it's a lovely time to reflect on the year for Extra Care Housing.**

I would like to start by recognising what a fantastic job everyone does to make our Extra Care Housing Schemes such a lovely place to live. I would also like to thank everyone who lives in our schemes for their support and dedication to our activities, and for contributing to the positive atmosphere.

This year all schemes have been fortunate enough to have the support of volunteers which has been wonderful and has really helped with decorating and gardening, as well as supplying some scrumptious cakes.

We ended the year with the ABC Centre, Colliers Gardens and Waverley Gardens being recognised by the Care Quality Commission as having a 'Good' rating and three lovely reports about our care and support and our leadership, which fills me with pride.

We welcome Michelle Mansfield, (Director of Community Services), back full time after being on maternity leave, so I am sure you will see her out on the sites soon. Her daughter Alysa is now one which shows how quickly this year has passed.

We are pleased to introduce Danielle Morgan as the Centre Manager for the ABC Centre. After starting her career with Brunelcare in 2014 as a Team Leader at Colliers Gardens she began her new role at the ABC Centre on Monday 27th November. Well done to Danielle!

I would like to wish everyone a prosperous New Year and I look forward to all the lovely activities for 2018 and the memories that will be made.

**Christina Moore**  
Community Services Manager North



*Colliers Gardens staff have raised £69.05 for Children in Need by dressing up in anything spotty, yellow or both!*



*The Lord Mayor Cllr. Lesley Alexander visited Colliers Gardens, September 19th 2017.*



*Danielle*

# Celebrating Christmas...



## Christmas Carol Service

Tenants and residents from Brunelcare's care homes and housing schemes along with employees and friends attended our annual Christmas Carol Service at Christ the Servant Church in Stockwood, Bristol on Tuesday 5th December.

Pupils from nearby Waycroft Academy (pictured above) were invited along to sing at the service and generously donated gift boxes for residents at Brunelcare's Robinson House care home.

Everyone at the service was treated to a buffet tea, and we were especially delighted to meet and chat with the Lord Mayor of Bristol, Councillor Lesley Alexander (also pictured).

**Kevin Fairman**, Brunelcare's CEO said:

“ This service is an annual highlight - having a good sing-a-long to Christmas carols is very special for our residents and tenants! It has been good to see as many as 170 people join us today.

Our residents were clearly delighted by the service and enjoyed hearing the children from Waycroft Academy sing. ”

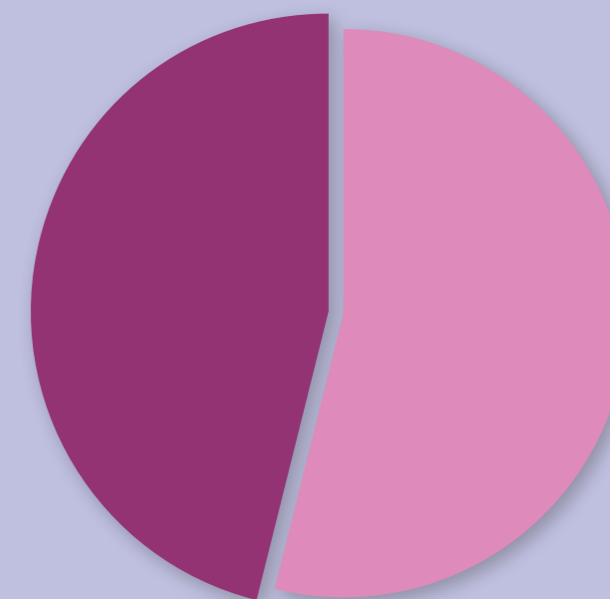
## Jobs reported this Winter

### 1,946 jobs

Between October and December 2017 there were 1,946 jobs reported to the Maintenance Team!

### 46% electrical

A huge 46% of those jobs reported were electrical. We have been doing our best to complete these jobs as soon as we can, but please bear with us as emergencies have to take priority.



■ All other jobs ■ Electrical jobs

## Tips on heaters

**1** As a lot of our sites have electric heating, please make sure you check your heater settings during the winter months before reporting a fault.

**2** There is no need to touch the input switch during the day, as storage heaters only use electricity at night. The output switch may require attention throughout the day. Before going to bed, you should switch the output to its minimum setting. This keeps as much heat in the bricks as possible.

## Welcome to our BIG family

Here at Brunelcare we are delighted to announce that Steven Marsh (Electrician) and Jaime Lane (First Response Operative) have joined our Maintenance Team and they look forward to making a difference to you and your flats!



Steven



Jaime

# Introducing... 'Tenancy Support Clinics' for all Sheltered Housing Tenants:

Do you need help with your housing benefit claim? Do you have an enquiry relating to your tenancy? Have you any concerns about antisocial behaviour on your site?

## Tenancy Support Clinic Schedule:

LOCATION	SAT 3RD FEB	TUES 6TH & MON 12TH MAR
Blagdon Close	12.25pm-1.25pm	8.30am-9.30am - 6th
St Barnabas	11.15am-12.15pm	9.40am-10.40am - 6th
Rowan Court	9.45am-10.45am	9.45am-10.45am - 12th
St Johns Court	8.30am-9.30am	8.30am-9.30am - 12th
	MON 5TH & 19TH FEB	SAT 3RD MAR
Lea croft	5.00pm-6.00pm - 5th	12.00pm-1.00pm
Eglin Croft	6.10pm-7.10pm - 5th	10.50am-11.50am
Spinney croft	5.00pm-6.00pm - 19th	9.40am-10.40am
Longmead croft	6.10pm-7.10pm - 19th	8.30am-9.30am
	TUES 6TH FEB	MON 5TH MAR
Chestnut Close	8.30am-9.30am	5.00pm-6.00pm
Loinden Close	9.40am-10.40am	6.10pm-7.10pm
Maple Close	10.45am-11.45am	7.20pm-8.20pm
	SAT 3RD FEB	MON 6TH & 12TH MAR
Cherry Tree close	1.45pm-2.45pm	8.30am-9.30am - 6th
Whitebeam Court	12.30pm-1.30pm	9.45am-10.45am 6th
Willowbank	11.00am-12.00pm	8.30am-9.30am - 12th
Westminster Court	9.45am-10.45am	9.45am-10.45am - 12th
Lilac Close	8.30am-9.30am	11.00am-12.00pm - 12th
	MON 5TH FEB	SAT 3RD MAR
Good Shepherd	5.00pm-6.00pm	8.30am-9.30am
St Michaels	6.15pm-7.15pm	9.35am-10.35am
Sycamore Close	7.30am-8.30am	11.00am-12.00am
	TUES 6TH FEB	MON 5TH MAR
Garden Close	8.30am-9.30am	5.00pm-6.00pm
Cote Paddock	9.45am-10.45am	6.15pm-7.15pm
Emmanuel & Hanbury	11.00am-12.00pm	7.30pm-8.30pm

## Tenancy Sustainment Officers:

**Hannah Browne** **Lisa Parry**

07584 055105

07467 482857



Future clinic dates will be displayed on your site notice boards. If you have any questions that require a more urgent response please call your Tenancy Sustainment Officer to request a visit.

Tell us what you think!!! Whilst visiting your Tenancy Support Clinic why not take the opportunity to fill in a quick survey and be entered in to the quarterly prize draw for a chance to win a £50 voucher!

**5 MINUTES FEEDBACK AND YOU COULD WIN YOU £50!**  
**Good luck!** Claire Rowles, Acting Housing Operations Manager

If so please feel free to pop in to one of the new Tenancy Support Clinics that will be held at your site every month. Your Tenancy Sustainment Officer will be available on the site office to offer assistance with any tenancy related queries you may have.

# A day in the life...

## Neil Vile

### Brunelcare Maintenance Supervisor



**Firstly I'd like to tell to you a little about myself. I'm 54 years old, married with five children and five grandchildren. I've been with Brunelcare since 1980 when it was known as Bristol Old People's Welfare. Now I'm in my 38th year of service which seems unbelievable; the years have passed so fast.**

A typical day for me at Brunelcare:

**7.30AM:** I leave home, generally at 7.30am, to start my first job which today involves picking up materials delivered to Head Office for a level access shower at Willowbank, and leave them in the office on site ready for installation.

**9.30AM:** I head to Lea Croft to look into problems with the drains affecting two flats on the ground and first floors. The inspection chamber is clear so I need to check the vent pipe on the roof. As it turns out had a plastic bag stuck around it obstructing the soil pipe ventilation

**10.45AM:** I need to liaise with the contractors quoting for works at Maple Close and also speak to the tenant to agree access to assess the work.

**11.30AM:** I receive a call from one of the team asking for the location of a stop tap on one of our sites.

**11.45AM:** I'm off to Whitebeam to assess a job requested by a tenant to put shelving in a cupboard.

**12.15PM:** I'm off to Cote Paddock to assess a job to fit an over-bath shower, but after talking with the tenant, we decided a level access shower would be better and would probably be necessary in the future anyway.

**13.00PM:** I try to take a lunch break but get a call to go to Lea Croft to investigate a leak which looks like it may have been caused by a split in a shower floor.

**14.00PM:** I need to speak to one of our team at St John's Court. After meeting them a tenant has asked me to look at her bathroom radiator which isn't working and I get it repaired.

**15.15PM:** I'm just about to have a cuppa and catch up on some emails when another tenant says their flush is not working, so I sort this too.

**15.45PM:** I take a call from Head Office to say that Glastonbury Care Home has a bad leak in the laundry. So I set-off and arrive at 4.30pm (which is normally knock off time). There is a leak from the cold water supply pump I manage to isolate this and stop the leak ready to repair tomorrow.

**Finally get home at 18.15**

This is just one day for me at Brunelcare, but there are many others who work hard to make our tenants lives and homes a lovely place to live.

**Neil Vile** - Maintenance Supervisor

# Stock Condition Survey

Over the last two months Brunelcare has undertaken a stock condition survey of all our properties. The reason we did this piece of work was firstly to ensure that our properties were in good condition and secondly to provide costings for improvements to our properties over the coming years.

We used the services of Ridge and Partners to conduct the survey and they have written to me to thank all of the tenants and employees for their help. Mark Astbury Partner, within the Ridge Property Consultancy team said:



*“Ridge has asked us to pass on their thanks and appreciation to residents and employees for their time and help which has contributed to access of 99% of the stock. This level of access is unusually high in their experience and reflects the very positive and helpful contribution made by Brunelcare residents and employees.*

*“Can I take this opportunity to thank all of you for providing access to the surveyors, enabling us to gain this valuable data for us to programme works for the future.”*

**Tim Bridger** - Property Operations Manager

## Winter Sudoku Puzzle

### Instructions:

Fill in the missing numbers (from 1 to 4) to solve the Sudoku puzzle. Each column, row and 2x2 sub grid must only contain each number once.

4		2	1
2	1		3
3		1	4
1	4		2

Solutions on page 19

# Site walkabout in 2018

Throughout 2018 Managers from the Housing Department, including Housing Officers, Maintenance Team Manager and Housing Director will be coming to your site to look at a variety of things such as the environment, outstanding maintenance jobs, planned works for the site, and documentation held on site.

If you would like us to drop into your home whilst on site please call: 0117 9144 217 and speak to Bibek to arrange this.

**Michelle Richards** - Acting Director Housing and Property

MONTH AM - 10am-12pm / PM - 2pm-4pm	SITE
January 24th – AM	Rowan Court
January 30th – PM	Whitebeam Court
February 13th – AM	Cherry Tree Close
February 21st – AM	St. Barnabas Close
March 14th – AM	St. Johns Court
March 21st – AM	Blagdon Close
April 11th – AM	St. Michaels Close
April 18th – AM	Maple Close
May 29th – AM	Sycamore Court
May 30th – AM	Linden Close
June 13th – AM	Good Shepherd Close
June 20th – AM	Chestnut Close
July 18th – AM	Hanbury Court
July 25th – AM	Eglin Croft
August 15th – AM	Emmanuel Court
August 22nd – AM	Longmead Croft
September 19th – AM	Spinney Croft
September 26th – AM	Cote Paddock
October 17th – AM	Lea Croft
October 24th – AM	Lilac Close
November 8th – AM	Westminstere Court
November 8th – PM	Willow Bank
December 19th – AM	Garden Close



# Brunelcare's governance and viability ratings remain top grade!

On 15th November the government's Homes and Communities Agency (HCA) published their latest regulatory judgements on England's regulated social housing associations' viability grades, changing some judgements made earlier in 2017.

In reviewing their 'stability checks' for registered housing associations it is believed this is a 'reflection of maturity in approach from the regulator', recognising that England's social housing sector is operating in increasingly uncertain and risk-associated market conditions.

In the midst of the challenges that the social housing sector is facing, Brunelcare's viability ratings remain unchanged, with the charity's governance grade remaining at **G1** and viability grade at **V1**. This grading affirms that as a registered housing association, providing homes to over 1,500 individuals in the Bristol area, Brunelcare is not over-exposed, has the financial capacity to deal with a wide range of adverse scenarios and has good governance in place to manage risk.

Brunelcare's Finance Director, Karen Taylor said:

"We are really pleased that Brunelcare has maintained its G1 (governance) V1 (Financial Viability) status which shows that the HCA remains confident in our financial management and governance of the organisation. At a time where the social housing sector faces many challenges, this is a fantastic result. Sound governance and financial stability are essential in allowing us to do what we do in the community. This is a credit to the Board and employees who work together to ensure that Brunelcare has the highest possible grading."

Brunelcare's CEO Kevin Fairman, added:

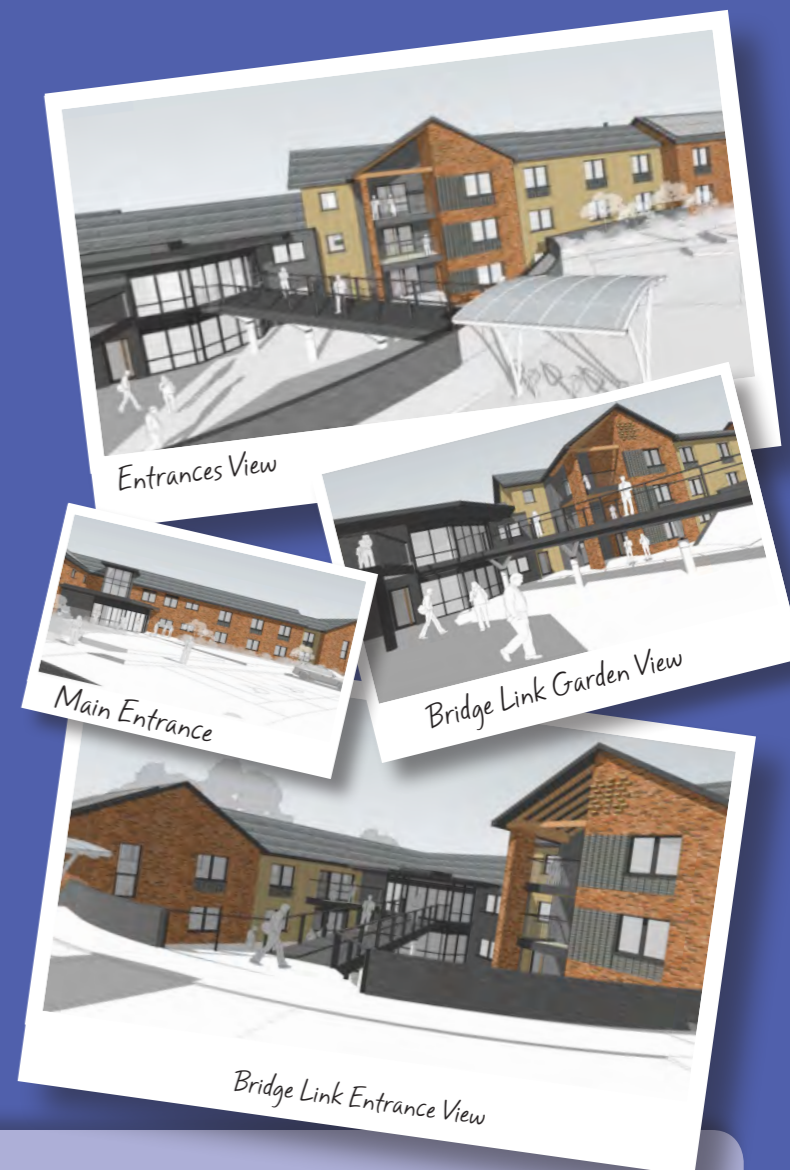
"This is confirmation that the work done in recent years by Brunelcare employees and our Board of Directors, around both governance and viability, is paying off and we are delighted in this positive result from the HCA."

## Little Heath

We are very proud to be working in partnership with Brackley Investments to build a new 64 bed care home and 24 bed reablement centre in Cadbury Heath, South Gloucestershire.

Building on the success of our reablement centre, Orchard Grove, based in Saffron Gardens, Little Heath reablement centre will provide support for people returning home from hospital, while giving them access to qualified physiotherapists and occupational therapists to aid their recovery. Little Heath care home will provide 24 hour specialist nursing care for older people, some of whom may be living with a diagnosis of Dementia. We are expecting this new centre to open in late 2019.

Jan Little - Director of Care Homes



## Winter Crossword Puzzle

Solutions on page 19

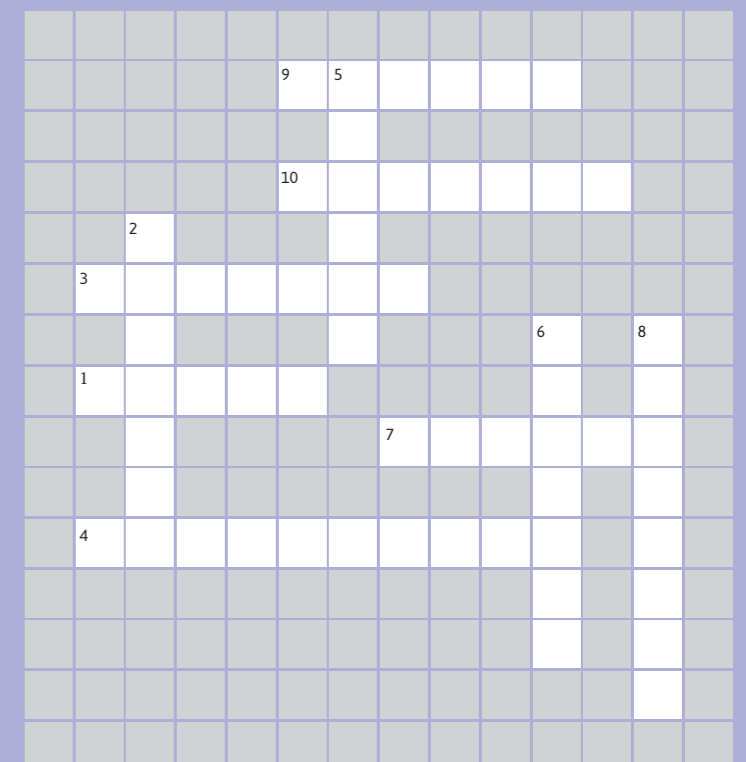
Instructions: Complete the crossword puzzle by filling in the winter words that fit the clues.

### Across

1. A dome-shaped, Eskimo house
3. Examples are stormy, clear, or cloudy
4. Motor vehicle for traveling over snow
7. Coldest season of the year
9. Mildly cold
10. Worn around neck in winter

### Down

2. Flightless bird that lives in Antarctica
5. Winter sport involving a stick and a puck
6. Worn on hands by small children in winter
8. Worn over ears in winter



# Universal Credit



I am writing with further details regards recent announcements on Universal Credit.

Universal Credit replaces legacy payments with a single monthly payment – merging six benefits into one;

- Employment & Support Allowance
- Jobseekers Allowance
- Working Tax Credit
- Child Tax Credit
- Income Support
- Housing Benefit.

**= Universal Credit**

It ensures people are better off in work by gradually reducing the benefit payment as earnings increase, so claimants will not lose all their benefits at once, as they would in the old system.

People are moving into work faster and staying in work for longer under Universal Credit.

Universal Credit is performing well: the vast majority of claimants now receive their first payment on time. Uptake of advances has increased and they are providing support to claimants in the first few weeks of their claim. We are introducing Universal Credit gradually. Of the total number of households that will eventually move onto Universal Credit, 9% are currently receiving it and this will increase to 12% by February 2018.

As we roll out Universal Credit, we are constantly improving how the system works. The recent announcements offer a balanced package of improvements which puts more money into claimants' hands earlier and addresses all of the issues claimants face at the beginning of their claim.

## HOW TO APPLY

You can only apply for Universal Credit online or by visiting your local Job centre plus. Alternatively you can contact your Brunelcare Welfare Officer.



## ABOLISHING WAITING DAYS

Much comment has focused on the initial seven 'waiting days'. From February 2018, we are removing the seven-day waiting period for new Universal Credit claimants, reducing the length of time claimants might wait to receive their first full payment.

## INCREASING ADVANCES

Universal Credit claimants are entitled to an advance of up to 50% of the first month's payment – with the following six months' payments adjusted to account for this. From January 2018, we have changed the system so that new Universal Credit claimants will be offered an advance of up to 100%. We are also making all payments of advances recoverable over 12 months.

## SUPPORT WITH HOUSING COSTS

Nearly all of the most vulnerable claimants currently receive Housing Benefit. So claimants who were previously receiving Housing Benefit will receive a transitional payment – an extra two weeks support worth on average £233 per claimant – when they move to Universal Credit. This will be unrecoverable, automatic and received early in the first assessment period.

## PROVIDING BUDGETING HELP

Those claimants who have difficulty managing their finances can currently qualify for help under the Universal Support scheme, delivered by Local Authorities. Can Contact Citizen's Advice on 0300 500 5000 or [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

## UNIVERSAL CREDIT HELPLINE SERVICE

**0345 600 0723**

[www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

## UNIVERSAL CREDIT ROLL-OUT SCHEDULE

Bristol Temple Street, Bedminster & Bishopsworth are now scheduled to rollout in June 2018, followed by Shirehampton and Horfield in September 2018.

## Important Facts to Know

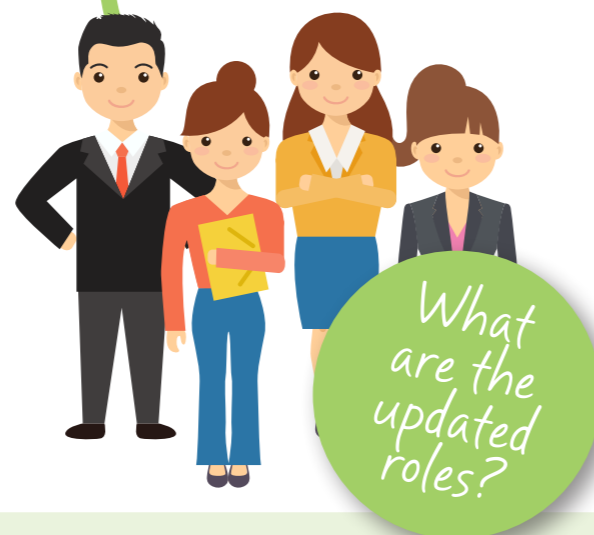
- Universal Credit can only be paid into a bank, building society or credit union account.
- You will be paid Universal Credit every calendar month.
- If you are already claiming any of the merging six benefits the DWP will send you a letter inviting you to claim Universal Credit- This is NOT optional. If you do not make an application your benefit WILL STOP.
- You must tell Universal Credit immediately if any of your circumstances change- Even rent increases.
- You can only manage your universal credit account on line.
- Brunelcare will no longer receive the housing element of Universal Credit directly as payment of your rent. It will therefore be your responsibility to make sure your rent is paid on time.

If you think you could be affected by Universal Credit please ask to a member of our housing team for any help or advices.

**Lisa Parry** - Tenancy Sustainment Officer

# HOUSING TEAM Update

Following on from the recent employees consultation within the housing department we are delighted to share with you the new roles and employees that will be providing a combined housing and support service to our sheltered housing tenants.



## New Roles

### Health and Wellbeing Officer

#### main duties will be:

- To help the smooth discharge of tenants from hospital back home with the aim of reducing readmissions.
- To assist and support tenants who are having significant difficulties with their health and wellbeing.

### Tenancy Sustainment Officer

#### main duties will be:

- To enable tenants to sustain their tenancies.
- To offer advice and guidance about rent, accounts and tenant arrears.
- To deal with complaints and anti-social behaviour.
- To link tenants to other services they may require.

### Tenant Liaison Officer

#### main duties will be:

- To ensure the site runs smoothly
- To carry out regulatory health and safety checks
- To refer tenants to the correct Brunelcare department
- To monitor the site laundry, guest room and domestics
- To update tenant records
- To report maintenance issues
- To give access to contractors

### Welfare Officer

#### main duties will be:

- To carry out the daily call round
- To carry out support visits to tenants to ensure their continued health and wellbeing
- To help tenants with welfare benefits

### Tenant Liaison Officers



**Debbie Jones**

07788 391279



**Gemma Batchelar**

07467 482863



**Karen Hulton**

07795 478138

### Welfare Officers



**Cheryl Nembhard**

07795 478131



**Sue Wyatt**

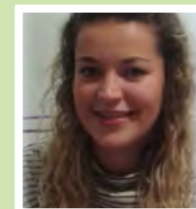
07766 838528

### Health & Wellbeing Officers



**Janice Clements**

07795 478133



**Sophie Hill**

07766 545388

### Housing Officers



**Clare Rowles**

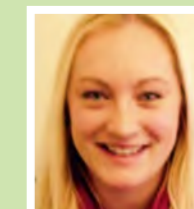
07779 090921



**Emma Palmer-Givan**

07766 882851

### Tenancy Sustainment Officers



**Hannah Browne**

07584 055105



**Lisa Parry**

07467 482857

Contact details for the housing team can be found on your site office door.

**Claire Rowles - Acting Housing Operations Manager**

## Puzzle

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

## Winter Word Search

### Instructions:

**Try to find all of the hidden winter words in the word search puzzle (left).**

(Words can be spelt forwards, backwards, diagonally, up, or down.)

COLD ☐ WHITE ☐

SLED ☐ FROST ☐

COZY ☐

Solutions on page 19

# EVENTS 2018..

## Celebrations

Love is in the air here at Brunelcare!!



Many congratulations to Jean and Rod, tenants at Chestnut Close who celebrated their diamond wedding anniversary with a party with family and friends.



Best wishes to Madje from Chestnut Close who had a lovely 95th birthday party with her family and friends. She had a joyful day and loved the cake.



Peter (aka spring onion) celebrated his 70th birthday with his friends at Chestnut Close. They all enjoyed the food, drinks and the lovely company.



Mary and Bob Gorton, tenants at Colliers Gardens, who celebrated their diamond wedding anniversary on Saturday 4th November 2017. Many congratulations to you too!

Stay tuned for further details about the following events coming this year:

**Brunelcare in Bloom**

**Photography Competition**

**Volunteers' Week**

**Tenants' Community Awards**

**Christmas Carol Service**

## Staying safe at Brunelcare during the winter



**Winter weather and cold temperatures can be hazardous. Stay safe and healthy by planning ahead. Be prepared and remember to check on friends and neighbours.**

Although winter comes as no surprise, many of us are not ready for its arrival. If you are prepared for the hazards of winter, you will be more likely to stay safe and healthy when temperatures start to fall.

Many people prefer to remain indoors in the winter, but staying inside is no guarantee of safety.

**Take these steps to keep safe and warm during the winter months.**

**Wear appropriate outdoor clothing:** Wear a tightly woven, preferably wind-resistant coat or jacket; inner layers of light, warm clothing; mittens; hats; scarves; and waterproof boots. Make sure that they have good non slip soles as pathways and walkways can be icy and more difficult to navigate at this time of year.

**Be prepared to check on family and neighbours** who are especially at risk from cold weather hazards. It's the New Year so let's spread a little Brunelcare spirit and check that are friends and neighbours are safe.

If you are planning to travel, be aware of current and forecasted weather conditions and plan accordingly.

**Ensure your car is fit for winter with a service.** Make sure you have enough fuel for your journey. Check that your lights, windscreen wipers and washer jets all work.

**Ricky Holcombe**

Health and safety Manager



### Winter Joke

**Why did Frosty the snowman want a divorce?**

Because he thought his wife was a flake

# Poems

by **Mr Edward Desenne**  
of Cote Paddock

Reflecting on the fact that trees settled down when the wind drops but humans can remain distraught for quite a while.

## BLOWN IN THE WIND

My heart is carried by the breeze  
Right past the window to the trees  
Where lace-like shimmering leaves  
Do dance, bounce, and flourish, at their ease

And some there are with  
Green-bushed velvet arms and hands.  
That slowly stretches out, close retract  
And in their lives there is not act!  
The Conductor in the heavens  
Taught them to play their different rhythms.  
So, in rising, falling, swirling around  
You see what life is all about  
There is not confusion in their crescendos

Harmony is the key,  
To learn to love both you and me  
For we are joined to the common tree.

## THE CAT [1970's]

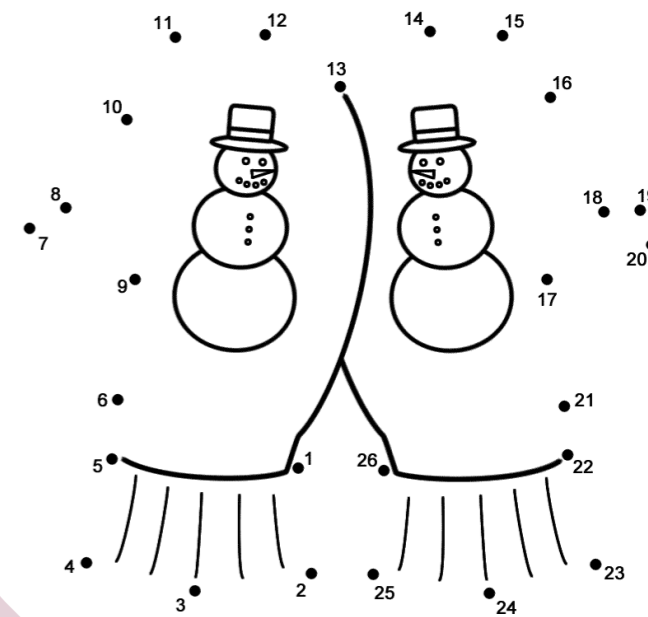
The cat is a creature  
That's soft and gentle.  
When she's young  
Her paws are small and burry,  
To scamper with delight  
Across the floor  
Or chase paper  
Always wanting more.

A bigger cat now  
She's round and furry.  
She sits on the wall  
Or lets you stroke her tummy.  
Asleep upon your lap  
In front of the fire  
She's content with you  
You are content with her.

# Connect the dots

### Instructions:

**Find number one and work your way round the numbers to see what picture it creates!**



# Puzzle Solutions

Page 15 - Winter wordsearch Puzzle

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

Don't look if you  
don't want to  
know the answers

Page 11 - Winter crossword Puzzle

[illegible]

Page 08 - Winter Sudoku Answers

4	3	2	1
2	1	4	3
3	2	1	4
1	4	3	2

## **Housing and Tenants' Numbers**

Housing Customer  
Services Team:  
0117 914 4257

Emergency  
Maintenance  
Freephone  
(8.30am - 4.30pm)  
0800 072 6308

### **Brunelcare Head Office**

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