

Maintenance programme ramps up with even more investment

Bournville Village Trust (BVT) is to spend £7.3m this year on improving homes as it ramps up its work to make sure properties are well-maintained, warmer and more energy efficient.

Last year, we spent £5.3m on planned maintenance and building safety including replacing 200 boilers, installing over 400 new front doors and upgrading 280 homes with new windows. We also installed over 100 new fire doors and fitted nearly 130 new kitchens.

This year, £7.3m will be spent on homes in Birmingham and Telford and will include fitting nearly double the number of kitchens we did last year, with nearly 260 planned.

The money will also be spent on installing 180 new boilers, replacing 380 front and rear doors, replacing UPVC and timber windows in 190 homes and fitting 124 new bathrooms.

Chris Hanson, Head of Assets at BVT, said: "We're committed to making sure all our homes are well maintained, warmer and more energy efficient, and hundreds of BVT homes in Birmingham and Telford have already benefitted from improvement work over the last year.

"This year, we plan to achieve



Over 400 new front doors will be fitted to homes this year

even more, doubling the number of kitchens we fitted last year and spending more money on fitting new boilers, front doors and windows."

BVT resident Leighton had a new kitchen fitted to his home in January, he said: "Whilst we'd looked after our old kitchen, it had come to the end of its life and was looking tired. Our new kitchen is lovely and exactly what

we wanted. We were given choices of things like doors and handles and the man from BVT who visited us was friendly, as was the BVT kitchen fitter Andy who went above and beyond. Andy was good at telling us each day what he'd be doing and if there was going to be any noise. There is nothing I could fault about the kitchen or the work."

BVT's window and door replacement programme will continue to focus on replacing single glazed windows to homes with no double glazing. However, new front doors will also be fitted to homes where double-glazed windows have been replaced in the past.

To ensure doors and windows remain in as good a condition as possible until they are replaced, we are carrying out an external home maintenance programme (which includes painting) and continuing to undertake repairs where necessary (including draught proofing).

If you are due to have any planned maintenance work done to your home within the next year, we will write to you. However, if you have any questions about planned maintenance work, you can email us at enquiries@bvt.org.uk or call 0300 333 6540.

And don't forget, if you need to report a repair you can do this on our website at www.bvt.org.uk. For emergencies, always call us on 0300 333 6540.

Meet your neighbourhood co-ordinators

Did you know that the area you live in has its own BVT neighbourhood co-ordinator?

Co-ordinators are often out and about in your neighbourhood or they may visit or phone you directly.

They can support you with a whole range of things from tenancy issues or queries to directing you to services and support in your community.

To find out more, turn to page 3.

New Community Hub for Lawley

A brand new Community Hub has officially opened in Lawley.

The Hub will be a base for BVT staff in Lawley as well as a place that can be used by community groups and charities.

It was opened by BVT Chair of Trustees Caroline Cadbury.

To find out more, turn to page 7.

You can also read an update about Woodlands Park Hall in Bournville on page 7.

Come walk and talk with us

Residents in Lightmoor Village can join BVT staff on walkabouts to share ideas and raise concerns.

The sessions are led by members of our Estates and Stewardship team and members of the resident-led committee for the Village.

There are walkabouts in May, June and July and you can find out more about how to join them and which areas they cover on page 7.

Win shopping vouchers

Turn to page 8 for your chance to win Love2Shop vouchers by entering our fun quizzes.



Bitesize news

Dragons on the Green for New Year celebrations

Residents celebrated Chinese New Year in style with an afternoon of cultural entertainment, delicious food and crafts.

Hub on the Green, Selly Manor Museum and BVT worked together to put on the Dragons on the Green event on and around Bournville Green in February. It included cultural dance performances as well as craft stalls, lantern making, face-painting and food, and celebrated Chinese New Year and the Year of the Dragon.



Shop unit becomes available in Lightmoor

A shop in Lightmoor Village that was previously home to Emma's Deli is being advertised to let.

Businesses and individuals interested in renting the unit, can find out more and express interest by going to www.sw.co.uk/properties/unit-2-2/.

In Lawley, a new Community Hub has opened in a unit that was previously home to Foden Property. Turn to page 7 to read more about the new Hub.



Study centre comes into BVT's care

An historic study centre in Bournville has reverted to BVT's care following a decision by the centre's trustees to close. Grade 2-listed Woodbrooke needs £6m of investment and, as our priority is to invest in improving homes, it will become part of our longer-term asset management and development strategy.

Pete Richmond, Chief Executive of BVT, said: "We know it may be

disappointing that we are not able to bring the building back into community use sooner. However, we are committed to ensuring it's well managed, safe and secure and that it remains a valued part of the Bournville community."

The centre decided to close to focus on its founding purpose, and due to falling visitor numbers and high maintenance costs. We will continue to share updates as they become available.

Sculpture and orchard for villages thanks to Coronation Fund

A sculpture and mini orchards have been created in Lightmoor Village and Lawley respectively thanks in part to funding from the King's Coronation Celebration Fund.

In Lightmoor Village, a local artist was commissioned to create a 'living' memorial near to Squatters Cottage, with residents playing a part in its acorn and oak design.

In Lawley, 24 fruit trees have been planted across three sites thanks to funding from the Telford and Wrekin Council's Coronation Fund and the Lawley Partnership Board.

As part of the Coronation Legacy Project, Lawley has also benefited from three new commemorative benches and a willow crown in its community garden.



Save the date to celebrate Bournville's heritage

The date for this year's Bournville Heritage Open Day has been announced.

Bournville Heritage Open Day will take place on Saturday 14th September and will see scores of historic venues, including new sites and venues, open for free. Visitors will be able to enjoy tours, exhibitions, activities and family fun as well as experience the village's stunning architecture and design.

More information about the event, including a detailed programme, will be shared closer to the time and you can keep up to date via the @BVTHeritage X (previously Twitter) account. The event is part of Heritage Open Days and Birmingham Heritage Week.



Happy Ramadan to all celebrating

BVT would like to wish everyone in our communities in Birmingham and Telford who has been celebrating, a very Happy Ramadan.

This year Ramadan began on Sunday 10th March and ended on 8th April and we would like to wish Ramadan Mubarak to everyone who has been observing the holy month.

Ramadan is the ninth month of the Islamic calendar and observed by Muslims worldwide as a month of fasting, prayer, reflection and community.

To find out about events, activities and celebrations in your neighbourhood, follow us on Facebook, X (previously Twitter) or go to www.bvt.org.uk

Home & living

Meet your neighbourhood co-ordinators

We would like to introduce you to our neighbourhood co-ordinators who manage different neighbourhood patches, made up of a combined 3,500 plus rented homes.

Neighbourhood co-ordinators used to be known as housing officers, but they do so much more than support you with living in your home.

You'll see our co-ordinators out and about in your neighbourhood or they may visit you at home. So, what can our co-ordinators help you with? They can:

- Support you with tenancy issues or queries.
- Help you to report repairs or maintenance.
- Direct you to other services that may be helpful for you, like our money matters service or Income team.

- Signpost you to support in your community, such as befriending, mental health and wellbeing services and much more.
- Make sure communal areas / facilities are maintained.
- Make sure neighbourhoods are safe and maintained.
- Manage anti-social behaviour issues.
- Raise estate related issues with our estates and stewardship service.

To contact your co-ordinator, please call 0300 333 6540 or email enquiries@bvt.org.uk. Our neighbourhood co-ordinators also hold drop-in sessions where you can meet them in person. To find out more, follow us on Facebook, call us on 0300 333 6540 or email enquiries@bvt.org.uk



L-R Neighbourhood co-ordinators Stacey Remes, Saqib Ali and Stacey Kettner. Front row: Gillian Figures, Matthew Loines and Joanne Fellows

Early help drop-in sessions

Did you know that every Monday from 9am-12pm you can have a chat with one of Northfield Community Partnership's Northfield Families community connectors?

Drop-into NCP, 693/695 Bristol

Road South, B31 2JT, for information about what they do and how they can support your family as well as information about local resources and activities and financial, food bank, housing and family support information. To contact the Northfield Early Help Line, call 07516 918 133.

Ombudsman invites residents to join panel

The Housing Ombudsman is inviting social housing residents to apply to join its Resident Panel and contribute to the work it's doing to improve residents' lives through landlords' services.

As a member of the panel, residents will be invited to share experiences and suggest improvements through regular meetings and virtual discussions with the Ombudsman.

Residents will also be asked for feedback on consultations through surveys, placing residents at the centre of everything the Ombudsman does. Residents will learn more about the role of the Ombudsman and how they can tell their local communities about this work.

Applications are open now and will close on 30th April 2024. To find out more, go to www.housing-ombudsman.org.uk/

Five facts about renting with BVT

Did you know that we manage around 3,500 rented homes across Birmingham and Telford? To understand more about how we rent homes, here are five top facts.

- 1** Did you know that we let socially rented homes through BVT Homes, a special online portal? Whilst it's closed to new applicants, if you've registered you can still bid on homes as they become available.
- 2** There is a huge demand for BVT homes which means some only come up for rent occasionally. For example, we've previously seen over 350 bids placed for just one two-bedroom home.
- 3** If you want to downsize or need a larger home, there are options. You can speak to other social housing landlords in the area, try a mutual exchange (where you swap with another tenant) or look

at private renting or even buying a home through shared ownership.

- 4** Each week we advertise available homes on BVT Homes. You can set up alerts for advertisements and choose how often you receive alerts.
 - 5** To make sure we're offering homes for a range of people and families, we're providing a small number of homes for market rent when they become empty. Market rent equates to just 1.5% of the homes we rent and all money made from market rent is spent on improving homes, including fitting new windows, doors, boilers, kitchens and bathrooms.
- There is very high demand for BVT homes and for socially-rented homes in general and we know how frustrating it can be. If you're concerned about your housing situation, please contact us to discuss the options available.



Want to move home? We advertise all available homes on BVT Homes

Money & savings



Worried about paying your rent? Contact us today

Rent review – your questions answered

Every year we review our rent charges and this year's review has been challenging as we try and keep rents affordable with meeting rising costs for improving homes. In March we wrote to you about the rent review, which came into effect on 1st April. To help you manage any changes, we've answered some of your questions below.

My rent is increasing, why are you doing this now?

The money we receive from rent means we can keep providing great homes that are well-maintained, warmer and more energy efficient, which we know is important to you. We are not-for-profit, which means all our income goes back to providing services.

I'm worried I won't be able to afford this increase, what can I do?

Please call us on 0300 333 6540 to request a money matters advice referral.

I receive Universal Credit, what should I do?

You'll need to update your claim online via your Universal Credit

Journal or tell the Department for Work and Pensions (DWP) after the date your rent changes, which is the 6th April if you're charged weekly.

I pay my rent by Direct Debit, how does this impact me?

AllPay, which collects Direct Debits for us, will send a letter to all customers whose Direct Debits have been changed. Be aware your Direct Debit may reflect a repayment agreement as well as your rent charge. If you haven't already set up a Direct Debit to pay your rent, please call us on 0300 333 6540.

How can I view my rent statements and check my rent account?

You can do both by logging into the self-service portal for tenants – See My Data – on our website www.bvt.org.uk. If you have any problems registering or logging in to See My Data, please call 0300 333 6540.

If you have any other queries, please call 0300 333 6540 or email enquiries@bvt.org.uk

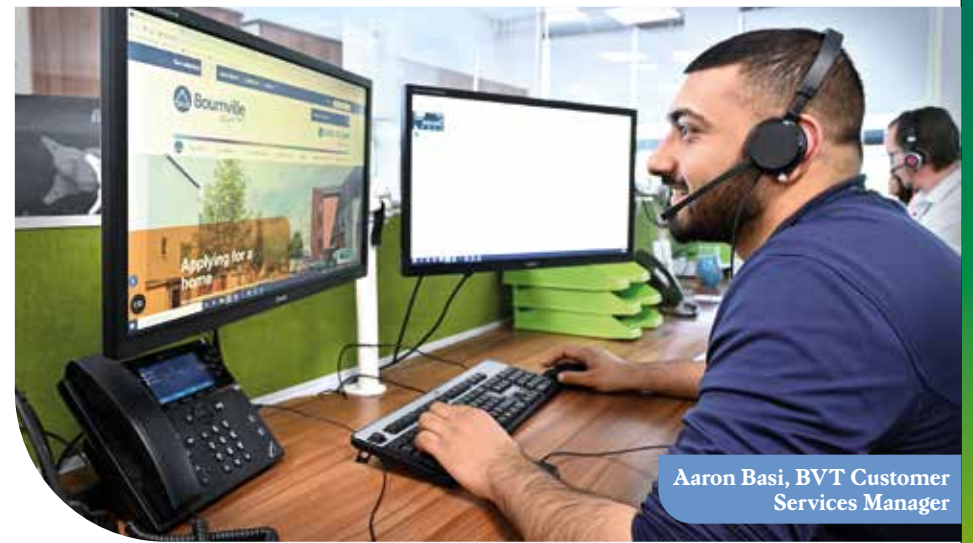
New payment line thanks to your feedback

Following your feedback, we've made changes to the services you can access when you phone us. Now when you phone us on 0300 333 6540, you'll be able to access a payment line with dedicated advisors.

Aaron Basi, Customer Services Manager at BVT, said: "Customer feedback is really important and we have listened to comments we have received and been

able to shape the services we offer to meet customers' needs. Customers with a payment query will now be able to speak to dedicated advisors and select an option to share their immediate feedback in a short survey."

Don't forget, you can also make payments on our website 24hours a day, seven days a week at www.bvt.org.uk/your-bvt/pay-online-now/



Aaron Basi, BVT Customer Services Manager

Dear Money Matters team...

In each issue, our Money Matters team will be answering one of your questions. Got a question for the team? Email inview@bvt.org.uk and we'll publish the answer in this newsletter.

Q: I know a lot of people who are being invited to claim Universal Credit, when do I have to claim Universal Credit?

Stephanie Weaver, Money Matters Advisor, answers...

A: Working age people who claim benefits are gradually being asked to claim Universal Credit, but you don't need to do anything until you get a letter from the Department for Work and Pensions (DWP). This letter will give you a date for when you need to claim Universal Credit by, at which point you'll need to act to prevent other benefits stopping.

Some people are already claiming Universal Credit for a variety of reasons, like they've had to make a new claim for benefits, they've

moved to a new area or their circumstances have changed.

In some cases, you may be better off claiming Universal Credit and you can use a benefit checker like this one - <https://bvt.entitledto.co.uk/home/start> - to check. Unless this applies to you though, wait until you get your letter to make sure you receive transitional protection (an extra payment to top up your Universal Credit) so you're not financially worse off.



Stephanie Weaver, BVT Money Matters Advisor

Skills & involvement



At BVT we're learning from complaints

Learning from complaints – you said, we did!

Over the last year, we've been making changes to the way we manage complaints to make sure we learn from them and that you get the best possible service. Here are some recent ways we've listened and changed what we do.

You said: As leaseholders, it's difficult to get leases extended.

We did: We have a new policy for leaseholder that means those who don't have the legal right to extend their lease, can now do this. We're in regular contact with residents affected and we'll update our website with further information on the new policy.

You said: I want to know when my windows and doors are being replaced.

We did: We have an area on our website - www.bvt.org.uk/our-homes/planned-improvement-programmes - with details of our window replacement programmes and our exterior redecoration programme. Our door replacement programme will be added shortly. If you'd like to know more but don't have internet access, please call 0300 333 6540.

You said: We want you to listen to our feedback about repairs.

We did: You may have got a text from us asking you to fill in a survey when you've had a repair. As well as looking at all these replies individually, we're now collating responses from more than 1,500 completed surveys to see if there are any trades (for example plumbing, gas, roofing, etc) where we can improve our performance.

Did you know we regularly send out surveys and that they're crucial in helping us to see where we're doing well and where we need to do better?

Please help by completing any survey you get from us. These can be via text, phone, letter or email. You may get a survey after you've had a repair or planned works, such as an electrical inspection or new windows and doors, or just to find out what you think of our services overall. When you call us, you may also be asked if you'd like to complete an automated survey about the service provided by our staff over the phone. We read all comments and report on satisfaction to our senior management and Board, so they can identify issues with performance.

Youth club celebrates Chinese New Year

Young people in Lightmoor Village celebrated Chinese New Year recently by cooking up a storm. Members of the Village's Youth Project made a delicious stir fry and spring rolls and got creative with fun crafts.

Formed in 2023 for young people

aged 10-18, the Project offers a range of engaging and fun activities as well as a forum where young people's voices can be heard.

To get involved, email info@sya.org.uk or visit the Project's Facebook page www.facebook.com/LightmoorVillageYouthProject

Helping pupils engage in Bournville history

Schools are being offered the chance to apply for travel bursaries to help their pupils discover the history of Bournville.

Thanks to funding from the George Cadbury Fund, our Heritage team, based at Selly Manor Museum, is offering 10 bursaries of £200 each towards transport costs for Bournville-themed educational visits.

The visits aimed at Key Stage 1 and 2 pupils include a guided tour

of Bournville and activities such as games, object handling and a 'design your own village' activity.

If you know a school that would benefit from a travel bursary or you're a teacher that is interested in finding out more, please go to www.sellymanormuseum.org.uk/news/2023-10-13/travel-bursaries-for-school-visits for guidelines and an application. You can also call our Heritage team at Selly Manor Museum on 0121 472 0199.



Do you know a school that could benefit from a bursary?

Calling all Shenley residents and organisations

Are you a BVT resident living in Shenley or a member of an organisation that provides services in the area?

We're looking to form a new Shenley Community Forum where members can

come together and work in partnership for the good of the local community.

To find out more, email communityadmin@bvt.org.uk or call 0300 333 6540 and ask for a member of our Community team.

Health & wellbeing

Fancy giving audiobooks a try? Charity could help you

Have you ever fancied giving audiobooks a try but not sure where to start? An audiobook lending charity is offering help.

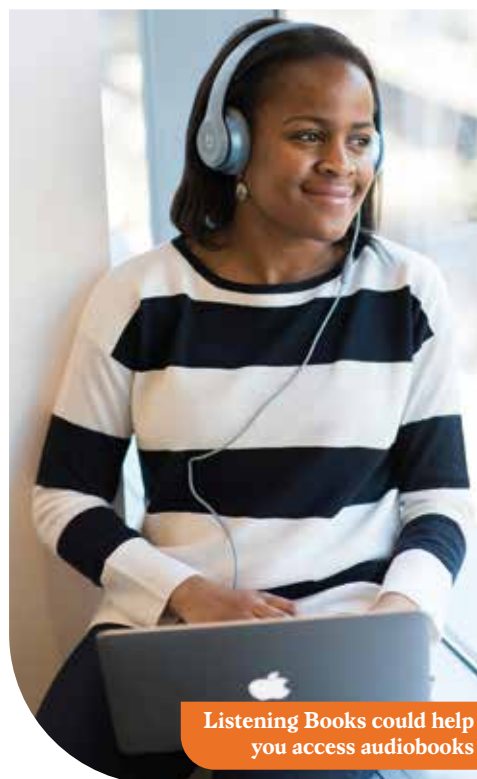
Listening Books is for anyone who finds that an illness, disability, mental health condition or learning difficulty affects them being able to read or hold a book.

The charity has over 10,000 audiobooks, newspapers, and magazines in their catalogue, with three easy ways to listen. You can download to an app, stream online or have audiobooks sent to you on a CD, with no postage costs or late fees.

One member said: "Listening Books has dramatically improved my quality of life. I'm able to read so much more than I could manage before."

Membership starts from £20 a year and the charity can provide free membership for anyone in Birmingham who would find their fees a barrier to joining.

To find out more, go to www.listening-books.org.uk, email library@listening-books.org.uk or call 020 7407 9417.



Listening Books could help you access audiobooks

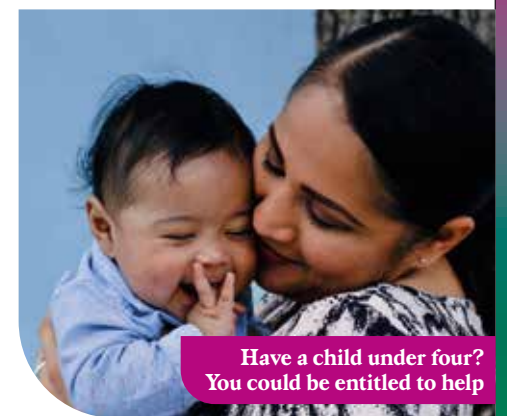
Help to buy nutritious food and milk

Did you know that if you're more than 10 weeks pregnant or have a child under four, you may be entitled to get help to buy healthy food and milk?

If you're eligible, you'll be sent a Healthy Start card with money on it that you can use in some UK shops. Benefits will be added onto the card every four weeks.

You can use your card to buy plain liquid cow's milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses and infant formula milk based on cow's milk.

To find out more, go to www.healthystart.nhs.uk/



Have a child under four? You could be entitled to help

Tea, cake and memories on offer at café with a difference

People with dementia, their friends, family and carers are being invited to a café with a difference.

The dementia-friendly Memory Café takes place every Wednesday, 12.30pm-2.30pm, during term time at St Francis Church and Centre, Sycamore Road, B30 2AA. Everybody is welcome and tea, coffee and snacks, including fruit, cake and biscuits, are on offer at every session as well as hands on activities designed to stimulate conversation.

There's no need to pre-book, just drop in and all sessions are free. For more information, please call 07436021333 or email communitybournville@gmail.com



Come and share memories at café

Recipe: Veggie spag bol (serves 4)

Ingredients

- 300g frozen vegetarian mince
- 1 large onion, chopped
- 2 garlic cloves, crushed
- 1 teaspoon red (or green) chopped chilli
- 2 celery sticks
- 1 carrot, chopped
- 1 aubergine, finely chopped
- 1 cube reduced-salt vegetable stock with 400ml boiled water
- 1 can chopped tomatoes
- 2 teaspoons dried Italian mixed herbs
- 2 tablespoons tomato purée
- 200g mushrooms, sliced
- 250g dried wholemeal spaghetti
- 1 pinch ground black pepper

Method

1: Heat a large heavy-based saucepan. Add in the frozen vegetarian mince, onion, garlic,

chilli, celery, carrot, aubergine and vegetable stock. Bring to the boil.

2: Add the tomatoes, dried herbs, tomato purée and mushrooms. Stir well. Simmer, partially covered, for 25 to 30 minutes, adding a little extra water if needed. Season with pepper.

3: About 15 minutes before you want to eat, cook the spaghetti in plenty of boiling water for 10 to 12 minutes, or according to pack instructions. Drain well, share between four warm plates and top with the Bolognese sauce.

Recipe courtesy of NHS Healthier Families. For more recipes, go to www.nhs.uk/healthier-families/recipes/



Residents take a seat for health boost

Residents at a BVT sheltered housing scheme have been giving their health a boost with seated exercise classes. The classes have been taking place at Rowheath House, with residents enjoying gentle seat-based exercises to music.

Lesley Taylor, Scheme Manager, said: "Residents have really loved it and we end up having a sing song at the first session. The age of residents at Rowheath ranges from 56 to 98, so a real mixture of health and abilities. It's great to put on an activity suitable for all."

To understand more about living at one of our sheltered schemes, please call 0300 333 6540 or email enquiries@bvt.org.uk



Residents enjoy seated exercise class

Community & people



(L-R) Pete Richmond (BVT Chief Executive), Nick Freeman (BVT Estates and Stewardship Manager), Caroline Cadbury (Chair of BVT Trustees), Jay Haldron (Chair of Lawley Management Committee) and Tracey Rowe (BVT Head of Estates and Stewardship) at opening of Hub

New Community Hub officially opens in Lawley

A former estate agent in Lawley Village has been transformed into a brand-new Community Hub for local people and groups.

The Hub, in the Village Square, was home to Foden Property until July 2023 when BVT, which provides estate management and stewardship services in the Village, took over the lease.

We have worked closely with residents in the Village to create and shape the Hub, which will be used to provide opportunities for community groups and charities to meet.

BVT staff will also be based at the Hub and residents will be able to access their services as well as support and advice from a variety of organisations, including the local police team and Citizens Advice.

James Haldron, a local resident and Chair of the resident-led Lawley Management Committee, said: "Residents have been really keen to have a space in the Village for local groups to get together, so we are delighted that the Community Hub has officially opened. It will also give residents the opportunity to speak to members of the BVT team when they need to."

BVT are based in the Community Hub every day and residents can visit to discuss queries or issues. In addition, there is a large open space that can be used by community groups as well as a private meeting room. For more details, pop into the Community Hub at Unit 3 Lawley Square, Birchfield Way, Lawley or email lawleystewardship@bvt.org.uk.

Hall to remain in community use

Woodlands Park Hall is to continue to serve the community after the nursery based there closed its doors.

After serving the community for many years, Woodlands Park Hall Nursery closed in November 2023.

The Hall is now being managed by BVT and we are working with a range of local groups to see how it can be used for the benefit of the community.

Arthur Tsang, Director of Communities at BVT, said: "We'd like to thank Lyn, Jo and Janette from the Nursery for their dedication to supporting young children and we wish them and the team all the best for their future."

"We are committed to making

sure the hall continues to offer a service to the community and will share more details on this as soon as we can."

The Hall is available for private hire. For more information, please email communityadmin@bvt.org.uk



Woodlands Park Hall

Come walk and talk with us

Residents in Lightmoor Village are being invited to join walk and talk sessions to raise concerns, share ideas and ask questions.

The sessions, which start from the Village Square, are led by members of our Estates and Stewardship team and Lightmoor Village Estate Management Committee members, who visit different areas of the Village.

Upcoming sessions include: 12th May (Village Centre to Little

Green Avenue and Stocking Park Road), 11th June (Village Centre to Croppings phases one and two) and 9th July (Village centre to Round House Park, The Paddocks and Castle Gardens).

For more dates and details, go to <https://bvtlightmoorvillage.org.uk/> events and don't forget, if you can't make a date, you can still contact the team on 01952 898524 or email lightmoorstewardship@bvt.org.uk

Shop owners retire after 30 plus years

Shenley shop owners Steve and Kal Koasha have retired after 34 years serving the local community.

The couple ran the Green Meadow Supermarket and have always gone the extra mile to help older residents, especially during the Covid pandemic.

Arthur Tsang, Director of Communities at BVT, thanked the couple on behalf of BVT and our Shenley Court Hall community centre, which is next to the shop.

The shop remains open under new management, along with existing staff.



Arthur Tsang (R) with Kal and Steve



Darren Helwig, BVT Estates Officer in Lightmoor Village

Puzzles & fun

Quiz

To be in with the chance of winning a £20 Love to Shop voucher, which can be redeemed at over 130 leading stores, complete the Quiz and email your answers to InView@bvt.org.uk – with subject header 'Quiz' by Friday 10th May 2024 or send your answers to inView competition, c/o Claire Page, 350 Bournville Lane, Birmingham, B30 1QY. All correct entries will be placed into a prize draw with one winner chosen at random.

- 1: Who played the character Jack Dawson in the 1997 film Titanic?
- 2: What is the capital city of Belgium?
- 3: Which country will host the 2024 Eurovision Song Contest?
- 4: What is the name of singer-songwriter Taylor Swift's current global tour?
- 5: Which football club's ground is called Goodison Park?
- 6: The Mary Rose ship can be found in which city's historic dockyard?
- 7: Who presents the ITV show The Masked Singer?
- 8: Who won this year's BAFTA award for Best Actor?
- 9: Choux, filo and shortcrust are all types of what?
- 10: In which American city would you find The Metropolitan Museum of Art?

Wordsearch

To be in with the chance of winning a £20 Love2Shop voucher, which can be redeemed at over 130 leading stores, complete the wordsearch and email the MISSING word to InView@bvt.org.uk – with subject header 'wordsearch' – by Friday 10th May 2024 or send your answer to inView competition, c/o Claire Page, 350 Bournville Lane, Birmingham, B30 1QY. All correct entries will be placed into a prize draw with one winner chosen at random.

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|------------|------------|
| 1: Chicken | 6: Turkey |
| 2: Cow | 7: Dog |
| 3: Pig | 8: Sheep |
| 4: Goat | 9: Horse |
| 5: Duck | 10: Rabbit |

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