inView
Summer 2025
Your quarterly resident newsletter

Improving our repairs service in response to your feedback

We are making important changes to improve our repairs service, which is used by thousands of households, following feedback from you.

Last year, we invited you to tell us what you think about our repairs service, including what's important to you and any problems you've experienced. We also asked for your suggestions for how we can make the repairs service better.

You told us that:

- Text messages for appointment reminders are useful but you want more notice and details, like what the repair is for rather than just an order number.
- It takes too long to complete repairs because appointments aren't available, or repairs can't be fixed in one visit.
- We don't always call you back when we say and you want us to keep you better informed about what's happening with your repair, especially if there's follow-up work or changes to appointments.
- Generally call handlers and operatives are courteous and professional but some of you have had a poor experience.
- Sometimes we could be more flexible to meet individual needs and tailor our response better.
- It would be good if we did some routine work as a programme, like clearing guttering regularly, rather than waiting until it's reported individually.

We have listened to your feedback and in response:

- Text messages for appointments now include more details and we'll send you notifications when your repair is booked, seven days and one day before your appointment, and when we're on the way.
- We've updated our repairs priorities so out of hours emergencies are now responded to within four hours, emergencies within 24 hours, urgent repairs within seven days and non-urgent repairs within 28 days. Major works, that are complex or need special parts/trades, and programmed works will now be completed in 90 days and if you're not sure what your repair issue is, we'll visit you to assess it within seven days.
- Our maintenance operatives can now book follow-on jobs before they leave your home so you know when any remaining work will be finished.
- We have launched new customer service standards to make sure we're offering consistently good customer service.
- We have set up a 'your home' scrutiny group to review our performance, discuss changes and explore ideas for a more flexible service that meets all our customers' needs.

And from 2026, we'll be looking to introduce a preventative work programme. It will include work like cleaning guttering and gullies in a planned way rather than responding to individual requests.

Neil Ashford, Director of Maintenance Services at Bournville Village Trust (BVT), said: "We're committed to making sure the homes we manage are great places to live by listening to you and investing the right resources into improving and maintaining our homes.

Ben Corcoran, Multi-Skilled Operative at Bournville Village Trust

"We've already made a number of key changes to our repairs services in response to your feedback and will continue to build a strong, quality-driven and customer-focused service."

If you're interested in helping to shape our repairs service, why not join our 'your home' scrutiny group?' For more information, please email governance@bvt.org.uk or call us on 0300 333 6540.

New caretaking service coming soon

We're pleased to share that we'll soon be launching a new caretaking service in Birmingham.

The caretakers will provide services in residential schemes and blocks, as well as to wider parts of the estates we work in. Services will include things like block inspections and health and safety checks along with litter picking, fly tipping and graffiti removal. We'll be sharing more information on our website www.bvt.org.uk and social media accounts soon, so please keep checking them.

Improved information about grounds maintenance service now available

We've improved our website to provide clearer, more detailed information about our grounds maintenance services in Birmingham.

The new and improved information includes details of the services we provide to residential blocks and schemes, as well as to wider areas of central and south Birmingham.

It includes schedules, so you can understand how frequently services such as grass cutting and hedge maintenance take place.

To find out more go to www.bvt.org.uk/your-home/residential-blocks-and-schemes/ or www.bvt.org.uk/your-neighbourhood/managing-your-neighbourhood/estates-and-stewardship/

For details of grounds maintenance services in Lawley or Lightmoor Village, please go to https://bvtlawleyvillage.org.uk/ or https://bvtlightmoorvillage.org.uk/

Win shopping vouchers

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

Bitesize news

Get set for new term with out of school club

Parents looking for before or after school childcare are being urged to secure places at a popular club before the new school term.

Our Shenley Out of School Club has been providing high quality childcare for more than 20 years and is Ofsted registered.

The popular club, based at Shenley Court Hall, provides before and after school childcare and can drop-off and/or pick up children from Green Meadow Primary School or Northfield Manor Primary Academy.

For more information, visit our website and fill in a short enquiry form www.bvt.org.uk

Jo Bickerstaff, out of school club co-ordinator

Appeal for help to shape future of customer portal

Tenants are being invited to help shape the future of a new customer portal launching this summer.

The new portal will replace the current SeeMyData offer and allow you to update your details quickly and easily, view your repair history and access your rent statements.

Jade Edwards, Head of Customer Service at BVT, said: "We're committed to providing services that meet your needs and want your input to help us shape the future of the new portal. If you'd like to get involved in this, we'd love to hear from you."

To get involved, you can call us on 0300 333 6540 or email enquiries@bvt.org.uk. If you need any extra support to share your views, please tell us by phone, email or in person at our 350 Bournville Lane office.

Heritage day attracts over 130 people

Over 130 people came along to an event to celebrate Shenley's history and heritage.

The Shenley Heritage Day, which took place in April at Shenley Court Hall, was organised by Bournville Village Trust (BVT) and Selly Manor Museum.

Families enjoyed games, crafts, food, competitions and dress up and shared memories and stories.

Daniel Callicott, Heritage Manager at BVT, said: "Feedback was extremely positive and people were pleased for a day to celebrate their community. Visitors enjoyed meeting old friends, reminiscing about Shenley and reliving happy memories."

Visitors at Shenley Heritage Day

We're hoping to celebrate Shenley's heritage further through an oral history project and a new Shenley history group. If you'd like to be involved, or find out more, please email sellymanor@bvt.org.uk or call 0121 472 0199.

'Bournville bull' to join City-wide art trail

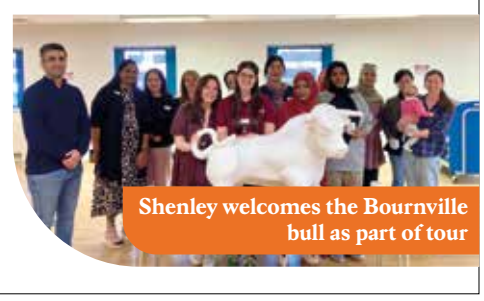
A Bournville-inspired bull is to join other sculptures that will be on show around Birmingham city centre as part of a charity art trail.

In April, we took the Bournville Bull to 14 workshops in Bournville Village Trust communities where 350 people shared their thoughts on what makes their neighbourhood special.

The bull will be designed to showcase the wonderful feedback from the workshops which were held in Bournville, Shenley, Weoley, Lawley and Lightmoor.

Once designed, the Bournville bull will become part of Wild in Art's new Bulls in the City art trail, which this year is supporting Birmingham Hospice. It will then come back to Bournville in celebration of Bournville Village Trust's 125th anniversary this year.

To find out more, please go to www.bvt.org.uk



Shenley welcomes the Bournville bull as part of tour

Steam railway celebrates reopening

A steam railway has celebrated the reopening of one of its stations after a six-year repair project led by volunteers.

The platform at Lawley, Telford, began to shift in 2019, with volunteers from Telford Steam Railway carrying out work to rebuild it and install steel foundations. An official opening took place in May with special guest and train enthusiast, Pete Waterman.

The project was supported by the Eileen Hewer Community Fund, which awards grants to groups working for the benefit of the Lawley community and its residents.

For further information about how to apply for a grant from the Eileen Hewer fund, go to https://bvtlawleyvillage.org.uk/your-village/eileen-hewer-community-fund

Pete Waterman at re-opening event.

Residents invited to mosey on down to new club

Residents in Lightmoor Village are being invited to mosey on down to a new line dancing club.

Following the success of classes at nearby Lawley, lessons for beginners are now taking place on Friday evenings at the Oak Tree Centre in Lightmoor Village. No experience is needed and it's a great way to meet people. To find out more, go to https://www.lawleylinedancers.uk/.

If line dancing isn't your thing, there's also a new fitness bootcamp. The MaddFitness bootcamp takes place on the MUGA at the Oak Tree Community Centre every Monday, Wednesday and Sunday. For details and to book, email trainer Katie at Katieloumaddison87@gmail.com.

Popular charity fun run returns

The annual Lawley 5k fun run is returning on Saturday 6th September and registration is open. Last year over 250 people took part, making it the most successful event to date.

All ages and abilities can take part in the fun run, which is organised by Lawley Running Club and the Lawley Community Consortium (previously known as Lawley Partnership Board), which includes Bournville Village Trust and Lawley and Overdale Parish Council.

This year the event will raise funds for PAPYRUS Prevention of Young Suicide. To register for the event, please go to https://lawleyrunningclub.co.uk/lrc-events/lawley-5km-fun-run/

Ready, set, go! Runners at last year's event

Home & living

Listening to you to improve tenancy services

This year, we've been reviewing documents that set out how we deliver some of our tenancy-related services to you. We do this at set times, to make sure they're kept up to date, or when there have been changes to the law.

We've listened to your feedback, learning from complaints and compliments, to make sure these new policies and procedures meet your needs and are clear and accessible. So far this year, we've published new documents for:

- Temporary and permanent rehousing (decants) - which explains what happens when you can't stay in your home. www.bvt.org.uk/help-and-support/your-tenancy
- Succession - which outlines what happens when a tenant passes away. www.bvt.org.uk/help-and-support/your-tenancy
- Customers with additional needs - which explains how we work with customers who might benefit from some additional support. www.bvt.org.uk/help-and-support/our-customer-service-offer/
- Customer data - which outlines how we manage your data. www.bvt.org.uk/help-and-support/our-customer-service-offer/

We've listened to you to improve tenancy related policies

- Customer communication preferences - which explains how we can adapt our communication to meet your needs. www.bvt.org.uk/help-and-support/our-customer-service-offer/
- Tenancy fraud - which outlines how we manage tenancy fraud in one of our social rented homes. www.bvt.org.uk/help-and-support/your-tenancy/
- Starter tenancy - which explains how we work with you during the first 12 months of a new tenancy. www.bvt.org.uk/help-and-support/your-tenancy

To make information about these services clear and easy to understand, we've summarised our policies and procedures into service standard leaflets. You can read these leaflets on our website, following the links in this article.

If you're not online, and don't have a friend or family member who can help you access our website, we can provide paper copies of leaflets. To request a paper copy, please call us on 0300 333 6540. We can also provide leaflets in different languages/formats on request.

We want to keep working with you to shape and improve our services. If you're interested in learning more about getting involved in our 'your tenancy' scrutiny activities, please email communityadmin@bvt.org.uk or call our Community team on 0300 333 6540.

Taking action on tenancy fraud

Did you know that tenancy fraud is illegal and can stop people in genuine need of a home from getting one?

But what is tenancy fraud and what is Bournville Village Trust (BVT) doing about it?

Tenancy fraud can include:

- Providing false information to move into a home.
- Not using the home as your main address or abandoning it.
- Subletting it to someone else.
- Not telling us when someone has died so that someone else can live there.

We detect and prevent tenancy fraud in lots of different ways. These include, but aren't limited, to regular tenancy visits, responding to reports of suspected fraud, investigations and partnership work.

If you suspect that tenancy fraud may be taking place, please call us on 0300 333 6540 or email enquiries@bvt.org.uk.

You can also find more information about tenancy fraud at www.bvt.org.uk/help-and-support/your-tenancy/

Working with you to resolve anti-social behaviour (ASB)

In June, we marked national Anti-Social Behaviour (ASB) Week (30thJune-6th July) which campaigns and lobbies government to make communities safer.

At Bournville Village Trust, we're committed to working with you to resolve anti-social behaviour (ASB).

What is ASB?

ASB is a way of acting that's likely to cause a nuisance, annoyance, harassment, alarm or distress to someone else, such as:

- Verbally abusing, threatening or intimidating someone.
- Using drugs or dealing.
- Constant loud shouting and arguing.
- Persistently playing music or the TV so loud it can be heard by others.
- Constant dog barking or pets causing damage.

How we can help you

We will:

- Contact you to get details about your ASB complaint.
- Explain if the behaviour is or isn't ASB and agree a joint plan of action.
- Keep you informed about your complaint.
- Take the most appropriate action against those committing ASB; which can be legal or non-legal.
- Work with agencies like the police and local authority to resolve ASB.
- Provide you with details of organisations that can help you if we're not able to act.
- Refer you to a mediation service, where appropriate.

Michelle Lewis and Stacey Kettner, Tenancy Enforcement Co-ordinators at BVT

If you're experiencing ASB and need support, you can report it at www.bvt.org.uk/help-and-support/asb-support/, call us on 0300 333 6540 or email enquiries@bvt.org.uk

'Support from ASB team gave me a new life'

Miss Clifton* had been subject to verbal abuse, harassment and noise nuisance from a neighbour following a falling out. She was scared and it was impacting her mental health to the point where she struggled to do everyday things. After contacting us, we met with Miss Clifton's neighbour to talk about their behaviour and the things they needed to change to fix the situation. We also issued a formal warning. Since then, our team have stayed in regular contact with Miss Clifton and her neighbour to monitor the situation. Miss Clifton said because of our support, the situation had improved dramatically, and it felt like a 'new and peaceful way of living'.

*Name changed to protect identity

Money & savings

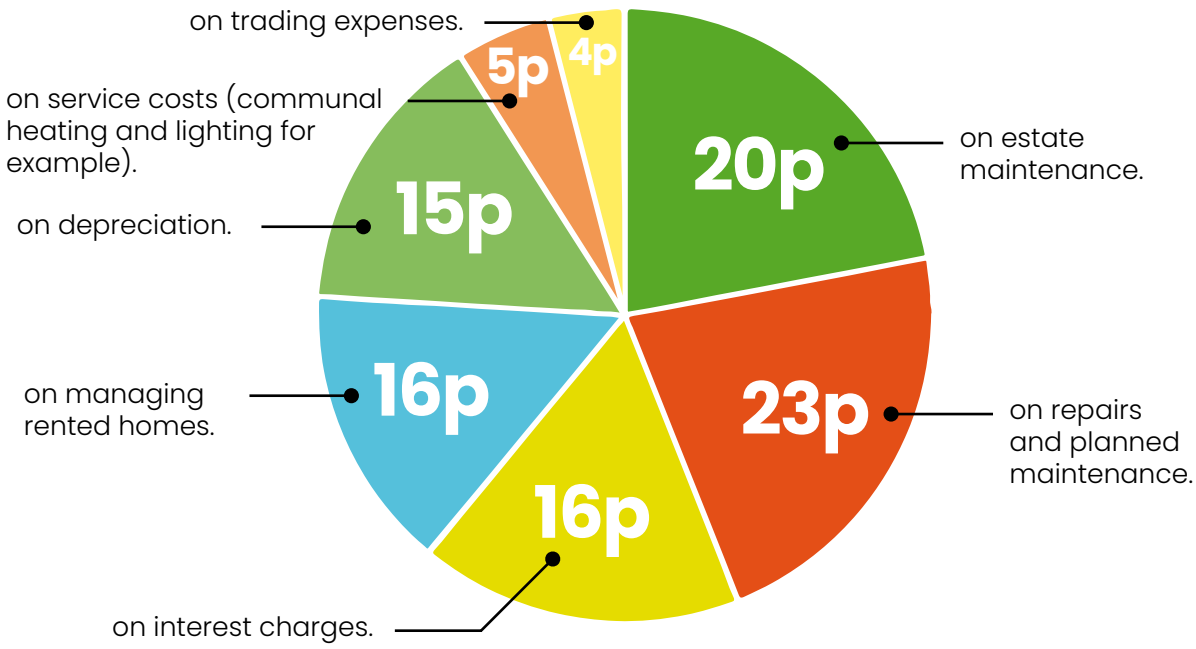
How our **income was spent**

As a charitable trust, any surplus we make goes straight back into our services. We don't give out bonuses or pay shareholders.

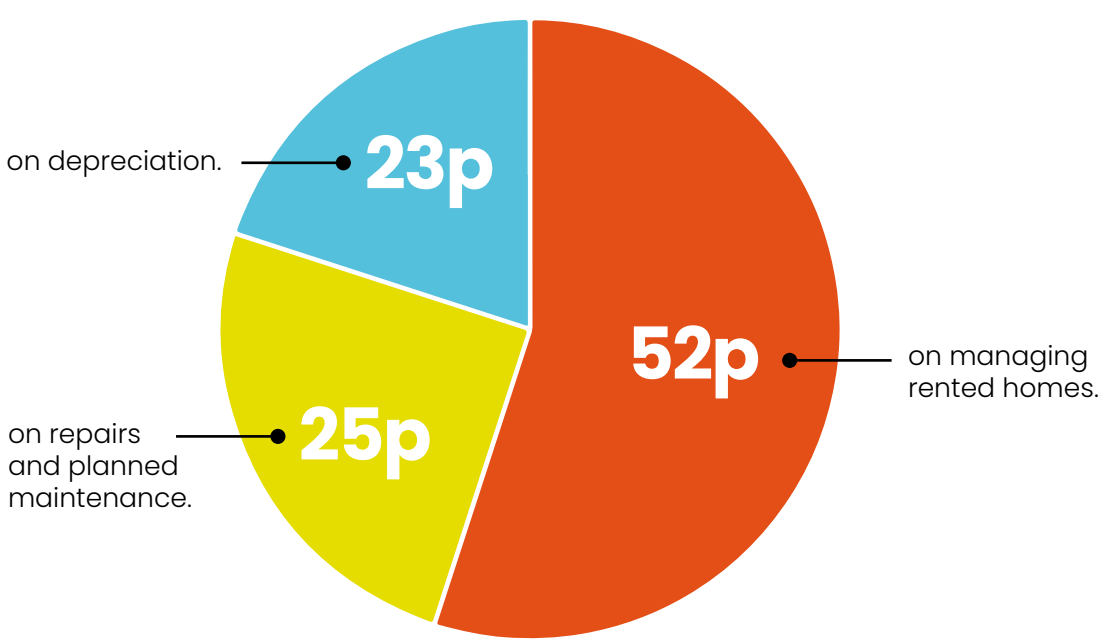
We and Bournville Works Housing Society (BWHS) spent most of our income in 2024 on repairing and maintaining homes.

We spent £5.9m maintaining and protecting estates.

For every £1 we collected in rent and other charges in 2024, we spent:



For every £1 BWHS collected in rent and other charges in 2024, BWHS spent:



**In the last issue of inView (spring 2025), we stated that '98% of emergency repairs were completed on the same day' in 2024 when it was in fact, '99%'. We also said that 2.62% of customers were in rent arrears when this was in fact our rent arrears percentage for 2024.*

Five ways to save this summer

With the school holidays just around the corner, the cost of extra meals and entertainment can put pressure on budgets. Here are five ways you can save this summer.

1 Lots of cafes and restaurants offer 'kids eat free' or discounted rates during the holidays. www.moneysavingexpert.com/deals/food-and-drink/ lists lots of offers.

2 If you're really struggling with food costs, foodbanks can help. The B30 & South Birmingham Foodbank offer free weekly food parcels. For a referral, please contact our Money Matters team on 0300 333 6540. Live in Telford? Please call Telford & Wrekin Council on 01952 380400 or Citizens Advice on 01952 567174 for referrals.

3 Looking for a cheap day out? You can find a list of vouchers, 2 for 1 deals and offers, including cheap tickets for theme parks, attractions and free activities, at www.moneysavingexpert.com/deals/cheap-days-out/

4 You can visit our museum, Selly Manor, for free if you're a Bournville Village Trust resident. All you need is proof of address for a free general admission ticket. Visit https://sellymanormuseum.org.uk for details.

5 There are lots of free and low-cost activities happening right on your doorstep. From one-off events to regular clubs and social groups. Find out more by joining our BVT Communities Facebook group via www.facebook.com/Bournville.Village.Trust/ or check out community noticeboards.

If you're struggling to manage your money and need support, please contact our Money Matters team. You can go to www.bvt.org.uk/help-and-support/money-matters-service/ to complete a short self referral form or call us on 0300 333 6540.

Saving money on days out can put a smile on everyone's face this summer

Skills & involvement

There are all sorts of ways you can get involved in shaping services at BVT

Allsorts of ways to get involved in 2025

Did you know we provide a 'selection box' of opportunities for you to help shape the services you, and your neighbours, get from us? They range from everything to filling in a survey to joining a formal panel or scrutiny group.

We also have opportunities for you to have an active role in governance and decision making. And, where possible, we aim to have resident-led committees.

Not only does great resident involvement help us provide better quality services, but by joining panels and groups you can learn new skills and boost your personal development.

So, what's on offer?

Informal involvement. These are one-off ways of getting involved that can be about a single issue/service. You don't have to give lots of time or involvement. They include, filling in surveys, popping into a weekly/monthly neighbourhood drop-in and more.

Formal involvement and consultation. These opportunities give you the chance to delve deeper into shaping services. There's some time commitment, with the chance to develop your skills and experience. They include, scrutiny groups, service review panels and consultations.

Community-led governance and decision making. If you'd like to learn and develop a range of skills, playing a leading role in the management and governance of services could be for you. Opportunities include joining: Birmingham Estate Management and Scheme Committee (EMSC), Lightmoor Village Management Committee, Lawley Management Committee, Customer and Neighbourhoods Committee and Neighbourhood Forums.

For more information on how you can get involved, please go to www.bvt.org.uk/your-neighbourhood/get-involved/, call us on 0300 333 6540 or email communityadmin@bvt.org.uk

New communications forums launched in Telford

Would you like to help review our key communications to make sure they're easy to understand and include the information you need?

If so, you can join the new communications forums that we've launched in Lawley and Lightmoor Village. Open to anyone living in a household that pays the annual charge, the forums will meet four times a year and you may occasionally be contacted at other times through email. For further details, please email commsforum@bvt.org.uk

Can you help shape skills sessions at Learning Hub?

Residents are being invited to shape the courses and learning offered at our new Learning Hub.

The Hub, based at Shenley Court Hall, was opened last year to provide a dedicated space for learning and further education.

Since then, it's hosted a pre-employment programme and welcomed employers like Mondelez and University Hospital who have shared opportunities and advice.

Now we've teamed up with Birmingham Metropolitan University, South and City College and Birmingham Adult Education Service to provide even more opportunities.

Arthur Tsang, Director of Communities at Bournville Village Trust (BVT) said: "These new opportunities could include learning new skills to start your own business, accessing employment or even learning a new hobby. There would be a mixture of short and longer courses and, dependant on your circumstances, the majority of these will be free and will take place in Shenley Court Hall."

To make the courses as successful as possible, we want to know the types of things you'd be interested in learning. To share your views, please complete this short survey https://www.surveymonkey.com/r/5TQ5DBT, email sch@bvt.org.uk or call our Community team on 0300 333 6540.

Al Carns, MP, meeting learners at Shenley Court Hall

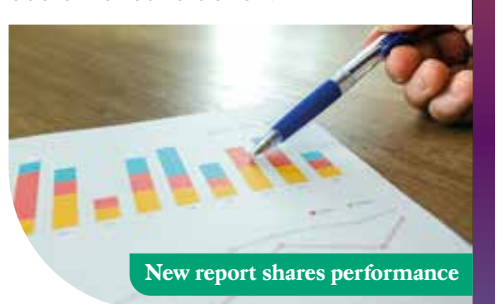
New report offers you insight into how we're performing

A new report that offers you a clear and accessible overview of how we're performing is now available to view on our website.

You can read the customer performance report at www.bvt.org.uk/about-us/how-are-we-performing/. If you don't have access to the internet, or a friend or family member who can help you, we can also send you a printed copy of the report. To request this, please call us on 0300 333 6540.

Ashleigh Perrigo, Head of Business Improvement at Bournville Village Trust, said: "We're committed to being open and accountable, and this new report explains how we're performing, where we're meeting expectations, and where there's room to do better."

The report will be available quarterly and include insights into areas like repairs, building safety and customer satisfaction.



New report shares performance

Health & wellbeing

Residents celebrate anniversary of VE Day

Nearly 200 older people in south Birmingham and Telford were invited to mark the 80th anniversary of Victory in Europe (VE) Day. Residents of our sheltered and extra care schemes came together to celebrate 80 years since the end of the Second World War in May.

They joined millions of people across the UK who marked the historic occasion and took time to remember those who died to achieve peace.

Celebrations ranged from an afternoon tea party and a BBQ to a 1940's-themed evening. In Lightmoor Village in Telford, the wider Village also joined celebrations at Bournville House extra care scheme before a special commemorative beacon was lit.

Penny McLeod, Senior Community Support Manager at Bournville Village Trust, said: "Residents at our schemes were keen to come together to honour and pay tribute to the Second World War generation, which includes some of their friends and neighbours.

"They chose how they wanted to mark the occasion and it's wonderful that residents wanted to do this in different ways and that we were able to support them."

The long-anticipated news of the Second World War in Europe ending resulted in spontaneous celebrations across the UK, with a national holiday declared.

People from all backgrounds came together to mark the historic moment and the 80th anniversary of VE Day is, for many, a time to come together to learn about the VE Day generation, including servicemen, evacuated children and women on the home front.

Residents in Lightmoor Village enjoyed an afternoon tea to celebrate the historic anniversary

Visitors to Shenley Court Hall got into the VE Day spirit

Bistro welcomes new team

A bistro in our extra care scheme in Telford has welcomed a new team.

Tasha and Luke have now taken over the running of Bournville Bistro in Bournville House, Lightmoor Village, after kitchen team Ange and Shell retired.

The Bistro is open Tuesday to Friday as well as Sundays, so residents can enjoy fabulous roast dinners and a regular menu and daily specials. For more information, follow the Bistro's Facebook page at www.facebook.com/profile.php?id=100089196201605

The new team at Bournville Bistro in Lightmoor Village

New community garden opens at school

Bournville Village Trust's Chair of Trustees, Caroline Cadbury, has opened a new community garden in Bournville named after her great grandfather.

Caroline, who is the great granddaughter of Bournville founder George Cadbury, opened Maple House School's George Cadbury Community Garden on 23rd May.

The opening of the garden coincided with the grand official opening of the school, which became part of the Bournville community in January. Situated in the former Day Continuation College, Maple House School is an Independent Special School for children aged five to 19.

Members of the community were invited to the opening, where they also had the opportunity to view the school and meet staff.

Caroline Cadbury celebrates the opening of the school and garden with the local community

New tools added to make websites more accessible

New translation and accessibility tools have been added to our websites to help make them more accessible.

The tools allow the sites to be translated into one of 57 different languages and provide options for you to increase the size of text or change fonts to a dyslexia friendly alternative. The tools are available across all our websites including, www.bvt.org.uk, https://bvtlawleyvillage.org.uk/ and https://bvtlightmoorvillage.org.uk/

Residents aren't puzzled by community jigsaw

Residents at one of our sheltered housing schemes found that partnership work was the missing piece to complete a community jigsaw.

The 200-piece puzzle was bought for residents at Rosefields in Northfield to complete together, to help foster a sense of community.

Resident June (pictured) was one of the residents that took part, and we'd like to say well done to June and everyone who completed the puzzle.

Resident June with the community jigsaw puzzle

Community & people

Update on Bournville Rest House visitor centre

Earlier this year the Rest House visitor centre, which sits in the centre of Bournville Green, came back into the management of Bournville Village Trust.

Up until then, it had been managed by charity the Friends of Bournville Carillon (FoBC), who decided to dissolve the charity following an increase in operational and financial demands.

We're excited to share the Rest House will continue to benefit the community as a public heritage centre to celebrate Bournville.

Daniel Callicott, Heritage Manager at Bournville Village Trust, said: "Our plans for the Rest House are to engage and involve the local community in its future as a heritage visitor centre. And this year we will include the iconic building in events to mark our 125th anniversary."

Some of these events include:

- Rest House Open Day, 20th July 11am-4pm - a chance for you to have your say on how we represent and share heritage in the building.
- The Museum of Us, 19th Aug-13th Sept – a special exhibition which tells the stories of the people of Bournville as part of our 125th anniversary.
- Bournville Heritage Open Day, 13th Sept - The Rest House will be part of the annual celebration of Bournville's heritage

One of the most iconic buildings in Bournville, the Rest House was built in 1914 and paid for by Cadbury employees to mark George and Elizabeth Cadbury's silver wedding anniversary.

If you'd like to be involved in the future of the Rest House, why not become a heritage volunteer? For more information, please contact our Heritage team by email sellymanor@bvt.org.uk or call 0121 472 0199.

The Rest House in Bournville

Free family fun day returns this summer

A popular family fun day is returning to Lawley in Telford this summer. Summerfest will take place on Saturday 6th July from 1pm-9pm on Lawley Village Green.

It will include live music, entertainment, shopping, food and drink, and free family fun ranging from face painting to crazy golf. To keep up to date with all Summerfest news, follow the Facebook page - https://www.facebook.com/SummerFestTelford

The event is organised by the Lawley Community Consortium, which includes Bournville Village Trust and Lawley and Overdale Parish Council.

Visitors enjoying last year's Summerfest event

Norah becomes oldest tenant at 102 years old

A tenant has been crowned Bournville Village Trust's oldest at 102 years old. Norah has been a tenant for a whopping 52 years, having moved to Bournville in the 1970s.

During the war, she worked at the ICI ammunitions factory and volunteered with the fire service. Norah has nine grandchildren, 11 great grandchildren and even three great, great grandchildren!

She says the secret to reaching 102 years old is porridge and prunes for breakfast, being surrounded by good family, dancing and simply enjoying life.

Norah was presented with flowers by Gareth Sinnett, Income Services Manager at Bournville Village Trust, and was joined by sons Roy and John and two of her great grandchildren Olivia and Alex (all pictured).

Norah with Gareth Sinnett from BVT and her family

You said, we did

We're committed to learning from your feedback and complaints so that you get the best possible service from us. Here are some of the ways we've listened to you recently and changed what we do.

You said: 'I gave notice on my tenancy but had to withdraw this when my new home fell through. However, my account with my energy supplier was still closed'. **We did:** We've now introduced a checklist for the team to use where notice is withdrawn to make sure everything is in place for your tenancy to continue smoothly.

You said: 'I came into your office and reported a problem with heating in my home and heard nothing back.' **We did:** Our Customer Service offer now emphasises face-to-face conversations must be logged for follow-up in the same way as telephone calls or emails. This makes sure we follow up all your enquiries.

You said: 'I reported that the electric skylight window at my home would not close, but didn't get a response'. **We did:** We've now clarified for all relevant staff which team is responsible for these types of repairs, so any issues in the future will go directly to the correct team and you'll get a timely response.

You said: 'I asked for permission to upgrade my bathroom, got permission and carried out the work. Shortly afterwards I was contacted and told my bathroom was due for replacement.' **We did:** We'll make sure we check when key items, like kitchens and bathrooms, are due for replacement when you contact us for permission to do your own work. You can then make an informed decision on whether to carry out your own work or wait for us to do it.

Puzzles & fun

Quiz

To be in with the chance of winning a £20 Love to Shop voucher, which can be redeemed at leading stores, complete the Quiz and email your answers to InView@bvt.org.uk – with subject header 'Quiz' by Friday 1st August 2025 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: Neapolitan ice cream is typically made up of which three flavours?

2: Fistral Beach can be found in which county in South West England?

3: In which country will the new 2025 Fifa Club World Cup tournament be held this year?

4: What is the capital city of Spain?

5: In which country would you find Charles de Gaulle Airport?

6: What year was the first Butlins holiday camp opened in the UK?

7: Which legendary Scottish singer is set to perform at this year's Glastonbury Festival during the Sunday afternoon 'legend slot'?

8: A Caesar salad typically includes what type of cheese?

9: How many players make up a volleyball team?

10: Which spirit is typically used in a margarita cocktail?

Wordsearch

To be in with the chance of winning a £20 Love2Shop voucher, which can be redeemed at leading stores, complete the wordsearch and email the MISSING word to InView@bvt.org.uk – with subject header 'wordsearch' - by Friday 1st August 2025 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.

1: Garden
2: Trowel
3: Lawnmower
4: Rose
5: Greenhouse
6: Seed
7: Grow
8: Lavender
9: Herbs
10: Shed

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

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