

# HOUSING MATTERS

Newsletter of Westmorland and Furness Council - Housing Service

## HAPPY CHRISTMAS FROM HOUSING



**As we approach the end of year – and the first as the new Westmorland and Furness Council – we'd like to wish each and every one of you a Very Merry Christmas and a peaceful, happy New Year.**

We've faced some challenges over the last few months, but we hope the level of service you receive hasn't changed. As always, we're here if you need us – our contact details and direct telephone numbers are given on the back page.



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### CHRISTMAS CLOSING

The Town Hall will close on Friday, 22 December at 4pm & reopen on Tuesday, 2 January 2024

### WIN FAMILY TICKETS FOR THE PANTO!

Turn to page 19 for details on how to enter our free prize draw!



# HAVE I GOT HOUSING NEWS FOR YOU



Welcome to the winter edition of Housing Matters - can you believe it's nearly Christmas already!!!

On behalf of our Thriving Communities Directorate and all the staff in the Housing Teams we would like to wish you all a very Merry Christmas and a Happy New Year.

2023 has been a very exciting year, this is our first Winter edition as Westmorland and Furness Council. Our Teams have been getting to know colleagues in areas across all our services, sharing good practice and understanding how we can work together to improve our services for all residents with the aim of putting residents at the heart of everything we do.

As Westmorland and Furness Council, we have a new Delivery Framework and some of the priorities for year one that we have been progressing since our last edition include:

- Development of our new Affordable Housing Grant Policy which will assist in increasing our affordable housing supply and working with partners to take forward suitable schemes.
- Establishing a new Housing Developers Forum across Westmorland and Furness.

- Developing a new Homelessness and Rough Sleeper Strategy to help combat homelessness.
- Delivering disabled adaptations through our disabled facilities grant to adapt homes to meet the needs of our older adults and people with a disability.
- Developing our new damp and mould standard in line with regulatory standards to help tackle problems with damp and mould in properties.

We are extremely concerned about reports we have received from residents in relation to claim companies who have been targeting our tenants and pressuring them into making a claim against us for disrepair. Please see the article below. I would like to reassure you all, as your landlord, we are here to help and look after your home. If you have any repairs or concerns please call us.

Within this addition we have lots of interesting articles and whilst Christmas is an exciting time for lots of people, we are mindful it can also be a difficult time for others. Please see our feature on page 3 which may be helpful in terms of places available to support you during the festive period - no-one needs to be alone.

On Page 5 there is lots of interesting information on the great work our Safe and Strong Communities Team have been doing within our communities, supporting residents and dealing with issues that affect our communities ie, fly-tipping, anti-social behaviour and abandoned

vehicles. Well done to our Team! Their work really is putting residents and communities at the heart of services.

Please also take a look at our fantastic Housing Heroes on Page 14 - they really are in Rebecca's case 'flying high!' Rebecca and Bryan have both taken on huge challenges, pushing themselves outside of their comfort zone to raise money for two fantastic local causes. I am sure we would all like to thank them for completing these incredible challenges and supporting fantastic charities - well done to them both, we are very proud of you!

Finally, please note the article on Page 6 about our 'Tenants Satisfaction Survey' which will be commencing in the new year. Should you be selected and sent a survey, please take the time to complete it. Pre-paid envelopes will be provided but we can also arrange to collect it from you if that would be easier. Your feedback on our services is really important to us. We want to listen to what is good or where we need to make improvements with our services.

We hope you enjoy reading our Winter edition and please feel free to contact us with any suggestions for future articles you would like us to cover in our Housing Matters magazine .

Take care during the festive period and enjoy!

**Caroline Wagstaff**  
Assistant Director of Housing

## HOUSING DISREPAIR CLAIMS - CAUTION!



We take reports of faults in your home seriously and we know things don't always go to plan, but we will always aim to resolve any reported repair issues as quickly as possible.

But we are increasingly concerned about claims companies who are aggressively targeting tenants - in some cases the vulnerable and elderly - and pressuring them into making a claim against us for disrepair.

These claims companies will let you believe they're trying to help you, when really they just want to make money. They usually don't give you all the information you need before you agree to work with them, and they could put you at serious financial risk.

One recent case brought against the Council left the tenant who lived on Newbarns having to pay over £9,000 in court costs. And another tenant living on Ormsgill was ordered to pay over £2,500 in court costs.

As your landlord, we're here to help and look after you and your home. So, we urge tenants to be very cautious if approached by these companies - and don't be misled or bullied into signing anything - as you will be liable to pay fees if you change your mind.

**If you have been approached by one of these companies and have concerns about what to do next, please contact us. Likewise, if you're unhappy with any part of our repairs service, please call us on 01229 876365 or 01229 876326.**

**For details of our complaints procedure, please turn to page 6.**

**The usual numbers to report repairs (including our out-of-office service for emergency repairs) are given on the back page.**

# DON'T BE ALONE AT CHRISTMAS



Christmas can be a particularly difficult time for some people. For anyone who doesn't want to spend Christmas Day alone, Furness Homeless Support Group is hosting free Christmas dinners on Christmas Day and Boxing Day and The Salvation Army is open and available for practical support up to and including Friday, 22nd December.

Always remember, you can call The Samaritans for free any time of the day or night – they will listen to you and help you talk through your concerns, worries and troubles.

**Christmas at Furness  
Homeless Support Group**

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You don't have to spend Christmas alone.  
Once again, we will be holding our Christmas Shelter at our Bath Street Day Centre.  
We will be providing a full Christmas dinner with all the trimmings and a gift from Santa for everyone!

**Christmas Day 11am - 4pm  
Boxing Day 11am - 4pm**

If anyone would like to help fund this, you can donate via our 'Just Giving' page:  
<https://justgiving.com/furnesshomeless>  
Thanks so much for your support, it really does make a huge difference!

*From everyone at Furness Homeless Support Group, we wish you a Very Merry Christmas and a Happy New Year*



**SAMARITANS**

Whatever you're going through, a Samaritan will face it with you.  
We're here 24 hours a day, 365 days a year.

You don't have to be suicidal to contact us. Our volunteers are on hand to offer emotional support any time of the day or night to anyone who needs our help, and they will never judge.

If you need a response immediately, it's best to ring 116 123 – this number is FREE to call and you can speak to someone any time of the night or day.

You can also email us: [jo@samaritans.org](mailto:jo@samaritans.org)

**Tel: 116 123** **SAMARITANS**



**Salvation Army**



Our Warm Welcome Space is open 10am-2pm on Tuesday, Wednesday & Thursday (and Fridays throughout December).

We are open and available for practical support as normal up to and including Friday, 22<sup>nd</sup> December.

We will also be open and in the building on Christmas Day for our Christmas worship at 10:30am-11:30am.

The building reopens at 10am on Tuesday, 16<sup>th</sup> January for practical support and our Warm Welcome Space.

Please check our Facebook page for the latest information



Dalton St Mary's Church

# Christmas TREE FESTIVAL

Starts  
**1st December**  
2pm - 5pm  
Friday's, Saturday's & Sunday's

Open 26th & 27th December 2pm- 4pm.

Please note:  
Closed Christmas Day.  
Closes 27th December 4pm

The poster features a light blue background with falling snow, colorful Christmas lights at the top, and a green Christmas tree on the left side.



# Christmas Toys & Gifts

ALL DONATIONS GREATLY APPRECIATED

St Marks Church  
Buccleuch Street  
Barrow

**Gift Giveaway** Thursday 7th December  
9.30am - 1pm  
All Welcome

Donations of toys, mens gifts and ladies gifts  
Handed in at St Mark's Church on Mon - Thu 9.30am to 12  
Until Thursday 7th December

Volunteers to help on Thursday 7th December with refreshments and gift wrapping very much appreciated

Contact Gill on 01228 820405

The poster features a light yellow background with falling snow, a reindeer holding a gift, and various Christmas decorations.



# Christmas Jumper Swap!

Barrow Library

Throughout December

Now accepting donations!

The poster features a blue background with snow, several colorful Christmas jumpers, and a small Christmas tree.



BARROW BID

# Christmas Events

IN THE HEART OF BARROW

EVERY WEEKEND IN DECEMBER

SATURDAY 2ND/SUNDAY 3RD - SANTA EXPRESS | MOVIE SHOWINGS  
SATURDAY 9TH - CHRISTMAS MARKET | LIVE ENTERTAINMENT  
SATURDAY 16TH - TOY TESTING | CRAFT WORKSHOPS | STAMP TRAIL  
SATURDAY 23RD/SUNDAY 24TH - LIVE FESTIVE MUSIC

The poster features a dark blue background with snow, a Santa hat, and a snowy landscape with evergreen trees.



BARROW WOMEN'S COMMUNITY MATTERS

# Christmas Opening

Week commencing 18th December - open as usual  
Christmas week - closed Monday and Tuesday  
Wednesday 28th, Thursday 29 & Friday 30th:  
open 9.30am - 1pm  
CLOSED Monday, 1st January 2024  
CLOSED 2nd & 3rd January - staff training

Back to normal opening hours from 4th January

The poster features a light green background with snow, holly leaves, and the Barrow Women's Community Matters logo.

# UPDATE FROM OUR SAFE & STRONG COMMUNITIES TEAM



## Support for Residents

April this year, our Safe and Strong Communities Team has supported nearly 100 residents across the borough. We have tackled anti-social behaviour, offering support and advice and dealt with environmental crime across communities.

We have carried out 13 multi-agency StreetSafes, visiting residents in hotspot locations and talking to them about issues affecting them. As a result, we can identify ways to resolve long-term anti-social behaviour problems for those suffering or living in fear of it.

During these events, we offer support to those who need help and signpost others to relevant agencies. Information we receive relating to anti-social behaviour is electronically stored so it can be referred to if we need to legal action in the future.

## Environmental Crime

Since April to September, we have dealt with the following:

- 68 Abandoned vehicles reported and investigated
- 3 fixed penalty notices issued for fly-tipping
- 2 fixed penalty notices pending for abandoned vehicles
- 1 non-payment of fixed penalty notice for fly-tipping went to court with the perpetrator being issued a fine and six-month conditional discharge
- 1 interview under caution for fly-tipping
- 6 Community Protection Warning Notices issued
- 1 County court civil injunction secured against perpetrator of ASB

Using Safer Streets funding, we have purchased bodycams, radios and personal protection equipment for staff to help us tackle enviro crime issues and achieve the best evidence for court cases whilst keeping staff safe.



**TEAM WORK:** Officers from our Safe & Strong Community Team and the police prepare to do a letter drop on estates

## Collaborative Working

Working with our counterparts in Eden and South Lakes areas allows us to share best practice so all residents receive the same service across the whole of the Council.



## Enhanced Support Available

Our Neighbourhood Support Officers, Simone Singleton and Lisa Lindley, can provide enhanced support for any housing-related matter.

They offer practical assistance in completing forms, setting up and managing gas/electric/water, sourcing furniture, contacting other agencies and making referrals on your behalf to ensure you receive effective support based on your needs.

If you've never been able to open a bank account, we can help

We know from experience, that unfortunately

some of our tenants – because they have no official ID - have never been able to open a bank account. But working with the local branch of HSBC we can now assist tenants to open their own basic bank accounts.

The process is very simple and Simone or Lisa can guide you through the whole process.

**Here are their contact details:**

**Simone Singleton**  
Tel. (01229) 876580 or email:  
[ssingleton@westmorlandandfurness.gov.uk](mailto:ssingleton@westmorlandandfurness.gov.uk)

**Lisa Lindley**  
Tel. (01229) 876493 or email  
[llindley@westmorlandandfurness.gov.uk](mailto:llindley@westmorlandandfurness.gov.uk)

## Stronger Together

In early October the Safe and Strong teams from across Westmorland and Furness Council spent an afternoon together, networking and finding out a bit more about the teams from other locations.

There were a number of problem-solving workshops as part of the agenda which gave everyone the opportunity to see how the various teams approached the same issue. With further meetings planned these events are an essential part in sharing ideas and information which will enable us to assist the residents we serve.



# DO YOU KNOW HOW TO COMPLAIN?

Here in the Housing Service, our number one aim is to provide excellent customer service and provide our tenants with a safe and secure home.

However, there may be times when you're unhappy about the service you've received or you may have an issue with your home – for example, you're worried about mould or damp or anti-social behaviour.

## There is a three-step process to make things right:

### 1 Report it to the Housing Service

If you're unhappy about something we've done – or haven't done – then please tell us about it so we can look into it. At this point, most complaints can be dealt with quickly and informally by staff who provide the service.

### 2 Make a Formal Complaint to the Council

If it's not possible to resolve the complaint informally, then you can lodge a formal complaint which consists of an **Investigation stage** and an **Appeal stage**.

### 3 Escalate with the Housing Ombudsman

If, after the formal complaint process, you remain dissatisfied, you can contact the Housing Ombudsman direct, who will, if it's within their authority, investigate your complaint, liaising with you and us to seek satisfaction.

## WHO TO CONTACT

### Report it

Tel: (01229) 876578

Email: [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)

### Formal Complaint

- Complete an online complaints form on the Council's website: <https://www.barrowbc.gov.uk/complaints-feedback-and-compliments>
- If you don't have access to the internet, call us on (01229) 876523 or email [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk) and we'll post a Complaints Form out to you.
- Write a letter of complaint to: Democratic Services, Town Hall, Duke Street, Barrow-in-Furness, LA14 2LD

### Escalate with the Housing Ombudsman

Visit: [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Email: [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk)

Call: 0300 111 3000

Write: Housing Ombudsman Service, PO Box 152, Liverpool L33 7WQ

## ZERO TOLERANCE

### Polite Reminder

Here in the Housing Service we pride ourselves on providing excellent customer care. In return, we expect our customers to act in a reasonable manner towards our staff and, in the vast majority of cases, they are respectful and friendly.

Unfortunately, we have noticed a rise in demanding/abusive behaviour towards our staff – which is simply unacceptable.

We are therefore politely reminding customers:

- **The Council will not accept violent or verbally abusive behaviour towards its staff.**
- **People who abuse our staff or premises will be required to leave.**
- **Any customer who telephones our office and is verbally aggressive to staff will be advised that should they continue the call will be terminated.**
- **If required, the police will be requested to remove abusive customers and we will prosecute when necessary.**

We appreciate some customers may be dealing with stressful situations – but we are here to help. Being courteous with each other helps make difficult situations less stressful.



## TENANT SATISFACTION SURVEY

The Regulator of Social Housing has created a set of measures to look at how we and all social housing providers in England, are performing. These are called Tenant Satisfaction Measures.

The measures form part of a huge overhaul of social housing regulation following the Grenfell Tower disaster in 2017.

To gather the information relating to Tenant Satisfaction Measures, we are required to ask a proportion of our tenants some set questions in a survey.

### These surveys are an important tool to ensure social housing is of a decent standard across the country.

We will be required to report the results of the survey every year to the Regulator and they will publish the results annually.

This is an amazing opportunity for us to hear from you about how you think we are performing and to compare our performance with other social landlords across the country.



Surveys will be sent out early in the New Year, so if you're randomly selected to take part, we would very much appreciate it if you could complete the short survey and return it to us – thank you.

# CELEBRATING GREAT NEIGHBOURS

The latest recipients of our Good Neighbour 'thank you' are Sharon and Larry Vincent and Janice Fell.

Sharon and her husband, Larry, were nominated by their neighbour, Stephen Lippitt, who very sadly passed away in August. In nominating them for this recognition, Stephen said that due to his ill health and his becoming housebound, Sharon and Larry would call round to his flat to check on him when his partner was at work and they would pop to the shop for him. He said nothing was ever too much trouble for them.

Our second Good Neighbour, is Janice Fell, who was nominated by our Money Management Officer, Jo Hughes. Jo said: "Janice is always looking out for her neighbours, she makes them meals and helps them with shopping. She deserves this thank you for being such a good neighbour."

If you have a brilliant neighbour who regularly helps out and makes a difference in your community, we'd love to hear from you. The nomination process is very straightforward – the details are at the bottom of this page.



Sharon Vincent



Janice Fell

# GOOD TENANTS

Congratulations to the latest winners of our Good Tenants prize draw – enjoy spending your vouchers!

**Not pictured: Janet Northcliffe, Abie-Mai Lippett, Kayleigh Stephenson, Tracy Turner and Lisa Sharkey**



Joan Griffiths

## OUR INCENTIVE SCHEMES

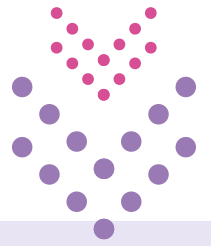
**Rewarding Good Tenants**  
Prize draw for tenants who comply with their Tenancy Agreement.

**Good Neighbour 'Thank You'**  
Awarded via nomination to anyone living on a Council estate or contributes to the lives of a person or people who live on a Council estate.

**Leave It Clean Scheme**  
£100 of vouchers given to tenants moving out of their property (into private sector housing) who meet certain criteria.

For more details on our incentive schemes, visit our website: <https://www.barrowbc.gov.uk/residents/council-housing/incentive-schemes/> or call Cathy Kirk on (01229) 876523 or email: [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)

# LOCAL DROP-IN FOOD SUPPORT



Here are details of local groups and organisations that offer support and food-related assistance.



## Barrow Foodbank

Abbey Road Baptist Church, Barrow

Collection of food parcels through Voucher Scheme

**OPEN: Mon to Thurs 11am-1pm & Friday 11am-3pm**

**Tel: 01229 343 436 for details**

## ORMSGILL STRONGER TOGETHER



### Community Fridge

Ormsgill Community Centre, Millstone Avenue, Barrow. Tel: 01229 408 190

FREE FOODSHARE Help stop food waste

**OPEN: Monday, Wednesday & Friday 9am-10.30am**

### Community Coffee Morning

Brew and bacon bun/toast/teacake for £1.50. Free WiFi

**OPEN: Monday 9am-10.30am**

### Warm Hub

Free brew and breakfast

**OPEN: Wednesday & Friday 9am-10.30am**



## The Salvation Army

Abbey Road, Barrow

**OPEN: Tuesday, Wednesday & Thursday 10am-2pm for drinks as well as a FREE pasty & pie lunch on Wednesday at 12-1pm**

**Phone: 01229 433 550**



### Warm Hub

Free brew and breakfast

**OPEN: Wednesday & Friday 9am-10.30am**



## Roosegate Community Hub

Roosegate Community Centre, Barrow

communitykitchen1@outlook.com

FOODSHARE Help stop food waste. Remember to take a bag! £1 charge

**OPEN: Monday, Wednesday & Saturday 1pm-2pm**



## The Wellfed Food Clubs

• Greengate Children's Centre, 100 Greengate Street, Barrow

• Bram Longstaff, Farm Street, Barrow Island

Food clubs provide bags of groceries for £3.

The value of goods given far exceeds £3. All welcome.

**BOTH OPEN: Monday 1pm-3pm  
Tel: 01229 829832**

## Social Supermarket

242 Dalton Road, Barrow

Sells high-quality, short-dated food at reduced prices - usually one-third of normal retail prices. Can also issue Foodbank vouchers.

**OPEN: Monday to Saturday 10am-3pm  
Tel: 01229 829832**



## Furness Homeless Support Group

27 Bath Street, Barrow

£1 or donation for a meal, pudding and two drinks

**OPEN: Tuesday 11am-1pm**

**Tel: 01229 821134**



## Love Barrow Families

Old Fire Station, 1a Abbey Rd, Barrow

FARE SHARE & BREW Pop along and fill a bag for free.

**OPEN: Thursday 9am onwards**

**Tel: (01229) 823020**



Most of these groups can also be found on Facebook – check out their pages for the latest information



## St. Mark's Clothes Bank Community

St. Mark's Church, Buccleuch Street, Barrow

Free clothing, shoes, toiletries, bedding and curtains. Pop in for a browse, brew or a chat.

**OPEN: Mon to Thurs 9.30am-12 noon**

**Tel: 07544 557 880**



# INFORMATION & ADVICE SERVICE



## Winter Warmth Fund

We are currently distributing funds supplied by Cumbria Community Foundation for clients over the age of 60 who live in the Barrow borough who are struggling to maintain a warm home over the winter period.

## Pension/Benefits/Council Tax Advice

We realise that as we get older, it can be a daunting task to know where to look for support and advice around pensions, benefits and everyday matters such as council tax payments or housing queries - this is where we can help.

Our qualified advisors give free and confidential advice and can complete a full benefit check for you to see if you are entitled to appropriate benefits and extra income. We will complete the complex application forms and liaise directly with relevant organisations to deal with enquiries on your behalf.

## Blue Badges

We can assist with Blue Badge applications and requirements.

## Home Safety

We are able to give appropriate advice on safety adaptations around the home such as stairlifts, grab rails and bannisters.

## Signposting

We can signpost to other local organisations who may be able to help with other day-to-day matters such as assisted living, nursing or care home facilities, housing, will writing and power of attorney.

## Social Groups & Activities

We currently offer a wide range of social groups and activities. There is something to suit every ability. Groups are held locally from a number of venues around the local community.

## Social Groups



Our social groups are a great place to meet new people, have a chat and try something different. They range from knit and natter groups to art sessions and even organised trips to the panto at Christmas!

Lorna, our activities coordinator is always ready and waiting to meet and greet new members and give you a big warm welcome.

## Physical Activity and Gentle Exercise

As people get older, there may not be as many opportunities or facilities to help you keep fit and healthy in a relaxed setting. We have created a varied timetable of sessions which include gentle chair-based yoga and exercises, designed to improve your strength, core stability and overall fitness.

If you would like a copy of our latest timetable or have an enquiry about any of our groups or activities, please contact:

**Lorna - Activities Coordinator:** [lorna.simpson@ageukbarrow.org.uk](mailto:lorna.simpson@ageukbarrow.org.uk)

**Bryony - Activities Administrator:** [bgibbons@ageukbarrow.org.uk](mailto:bgibbons@ageukbarrow.org.uk)  
Tel 01229 831425

## Handyperson Service

Our handyperson can undertake small DIY tasks and installation of home safety equipment. They are fully insured and DBS checked. This is payable service and does not include the cost of materials.

Typical jobs include flat pack furniture assembly, fixing curtain rails/poles, installation of shelving, grass cutting, hedge trimming, painting and minor repairs.

They do not carry out electrical work or gas fitting/inspections.

**For more information on the Handyperson service, please call us on (01229) 831425.**

## Volunteer With Us

We have many opportunities available, and volunteering can give people a sense of contributing to the local community by supporting those people who are vulnerable and lonely. Volunteering is a great way to meet new people, improve wellbeing, increase confidence and gain new skills.

If you are interested in becoming a volunteer please contact, Helen Forrest, volunteer and services coordinator:

**Email:** [Helen.Forrest@ageukbarrow.org.uk](mailto:Helen.Forrest@ageukbarrow.org.uk) or call 01229 831425

## Charity Shop

Our charity shop is vital in supporting the work of our organisation. All of the funds raised are kept locally and go directly to Age UK Barrow & District to support our services and keep them going.

We sell a wide range of quality, used items and rely on your donations to help us raise essential funds. If you are a UK taxpayer, you can make even more money for Age UK Barrow by Gift Aiding your donations. The Gift Aid scheme allows the charity to claim an extra 25p on every £1 raised through the sale of your donated items, at no cost to yourself or the charity.

**Our charity shop is located on Wilkie Road, in Barrow (tel. 01229 811886).**

## NEW MARKET STALL!

We now have a stall in the indoor market- you can find us next to Harts the jewellers.

Pop along and speak to a member of our team about any of the services we provide.

**Our stall is open 9am to 3pm  
Monday, Wednesday or Friday.**



## CONTACT DETAILS

**For more information about any of our services, please call us on: 01229 831425.**

**Email:** [contact@ageukbarrow.org.uk](mailto:contact@ageukbarrow.org.uk)

**Website:** <https://www.ageuk.org.uk/barrow/>

**Office:** College House, Howard Street, Barrow LA14 1NB



[www.facebook.com/ageukbarrowanddistrict](https://www.facebook.com/ageukbarrowanddistrict)



# LOCAL WARM SPOTS/WARM WELCOME SPACES

As many households continue to struggle with the cost-of-living and the increase in energy bills, organisations and community venues are offering 'warm spaces' where anyone can visit to get warm and save money on their heating costs.

Here are details of some local venues which are offering warm welcome spaces.

For up-to-date information, pick up a copy of this list from the reception area in the Town Hall or visit:

<https://www.barrowbc.gov.uk/housing/council-housing-news>

ORGANISATION	LOCATION	OPEN	ON OFFER
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## ASKAM

Askam Library	Lord Street	Monday 3pm-5pm Tuesday 10am-1pm Thursday and Friday 2pm-5pm	Two hours computer access with available printing and books
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## BARROW

Barrow Library	Ramsden Square	Monday-Thursday 9.30am-6pm Friday 9.30am-5pm Saturday 10am-4pm	Two hours computer access with available printing and books. Hot drinks vending machine
Barrow Market	Duke Street	Monday, Wednesday, Friday and Saturday 9am-5pm New December opening times only: Monday, Tuesday*, Wednesday, Thursday*, Friday & Saturday: 9am-5pm *Closes 4pm on Tuesday & Thursday Also open Sunday, 24th Christmas Eve: 10am-3pm	Limited free Wi-Fi in the Market Hall. Community organisations running pop-up stalls offering advice and guidance, including Age UK, Family Action, Mind, Active Cumbria, Adult Learning
Barrow Park Leisure Centre	Greengate Street	Tuesday, Wednesday and Thursday 10am-2pm	Soup, hot drinks, board games activities, showers, table tennis, pickleball and short mat bowls
Emmanuel Community Church	2 Dalton Road	Friday 12.30pm-3pm	Warm welcome and refreshments
Furness Homeless Support Group	27 Bath Street	Tuesday 11am-1pm	Meals and hot drinks
Hindpool Community Centre	Nelson Street	Wednesday 12pm-1pm	Tea, coffee and meals at Hindpool Community Centre provided by St Mary's Church
Mind In Furness	William Bingley Centre, 64 School Street	Saturday 11.30am-4.30pm	Tea, toast and chat. (18 plus years)

ORGANISATION	LOCATION	OPEN	ON OFFER
Ormsgill Community Warm Hub	Millstone Avenue, Ormsgill	Wednesday 9am-10.30am Friday 9am-10.30am	Hot drinks and toast
Salvation Army (The)	19 Abbey Road	Tuesday, Wednesday and Thursday 10am -2pm	Tuesday warm space and drinks, Wednesday warm space, pasty and pies lunch 12pm to 1pm, Thursday warm space and drinks
Spring Mount Church	Salthouse Pavilion, Roose Road, Barrow	Friday 10am – 1pm	Meals, Food Share, signposting, access to courses for money budgeting and life skills, board games and children's activities
St James Church	Blake Street	Thursday 1.30pm-4pm	Hot drinks and snacks. Pop along for a natter or to read or knit. All welcome
St Mark's Church	Bucleuch Street	Monday, Tuesday, Wednesday and Thursday 9.30am - 12pm	Café, clothes bank. Monday: Knit and natter; Tuesday: Pool, table tennis, colouring and crafts; Wednesday: Pool, table tennis and table top games; Thursday: Dominoes and cards
Vision Support Barrow & District	67-69 Cavendish Street	Monday and Wednesday 9.30am-1pm	Hot drinks, light snacks and free Wi-Fi

## BARROW ISLAND

Barrow Island Community & Sport Ltd	Cavendish Park, Island Road	Monday 10am -2pm Wednesday 9am-12pm Friday 3pm-5pm	Hot food and drinks
Bram Longstaffe Family and Well Being Centre	Farm Street	Monday 1pm-2pm Tuesday 12pm-1pm Wednesday 1pm-2pm	Hot and cold drinks, biscuits, soup, sandwiches and charging small electrical equipment

## DALTON

Dalton Community Church	Market Street	Wednesday 2pm-3.30pm	Tea and coffee and company is warm surroundings
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## WALNEY

North Scale Community Centre	North Scale	Monday 11.30am-1pm	Warm spaces and refreshments
St Mary's Church Walney	Church Lane	Wednesday 12-2pm	Come along for a chat, hot drink, soup and food
Walney Community Trust	Spring Mount Walney, Community Hall, Amphitrite Street	Tuesday 10am-12.30pm	Warm space, hot food, sign posting, course access, budgeting, life skills
Walney Library	Central Drive	Monday, Tuesday and Wednesday 10am-5.30pm, Friday 10am-5pm Saturday 10am-1pm	Two hours computer access with available printing and books.

## REGULAR EVENTS AT BARROW LIBRARY

Did you know, our fabulous Barrow Library has regular free weekly clubs- there something for everyone – see details below. They also hold special events every month. **Throughout December they're doing a Christmas Jumper Swap, so there's no need to buy a new Christmas jumper this year – simply take one you've already got and swap it for a another one – adults and children are welcome.**

### MONDAYS

**Adult Learning Advice Cafe**  
10AM—12PM  
Meet the Adult Learning team and find out about all the courses coming up.

### TUESDAYS

**Memory Lane (1st of month)**  
10AM—12PM  
Join us for a brew and a biscuit, and to share our favourite festive traditions from years gone by!

**Knit & Natter**  
2PM - 3.30PM  
Friendly knitting craft group, coffee & chat.

### TUESDAYS & FRIDAYS

**Read, Rhyme & Play!**  
2PM - 2.45PM (Tuesday)  
10.30AM - 11AM (Friday)  
Stories, music and play time with toys for tots under 5 and their grown-ups.

### IT 1-2-1's

BY APPOINTMENT  
Booking is essential - please call 01229 407370 to book a 30 minute slot. Each session is tailored to what you want to learn, letting you get the most out of your phone, computer or tablet.

### WEDNESDAYS

**Refugee Drop In**  
1PM - 3PM  
Helpful advice from the council's Refugee Resettlement Team.

### Gaming Club

3:45PM - 5PM  
Come and play video games on the library consoles and play the featured game of the week.

### Lego Club

4PM - 5PM  
Suitable for ages 5+, come along and join our Lego club. We provide the Lego, you bring the imagination!

### THURSDAYS

**Sip & Surf**  
1:30PM - 3PM  
Enjoy our relaxed, drop-in IT help group. Socialise, learn a new digital skill and enjoy a free hot drink as well.

### HAWC Drop in

2PM - 4PM  
For support and advice talk to your Health and Wellbeing Coach who will be in the library.

### Friendship Group

2PM - 4PM  
Relaxed drop-in group, supported by the library and our Health & Wellbeing Team. Meet new people, chat, play games, learn a new skill and enjoy a drink and biscuits!

### Pokémon Club

4.30PM - 5.30PM  
Bring along your Nintendo Switch, phone, tablet or Trading Cards to play with new friends, trade and battle! We also have pre-built decks to learn the TCG!

### FRIDAYS

**English Cafe**  
10AM - 12PM  
Open to non-native English speakers. Come & play games and practice your English with us.  
Free coffee and snacks available.

### Chess Club

3PM - 4.30PM  
Intergenerational chess club in a friendly atmosphere—boards and pieces are provided, all ages from 8 + and all abilities welcome!

### SATURDAYS

**Story Craft**  
11AM—12:30PM  
Story and craft sessions based around a new book/theme each week No booking required in December! Ages 4 - 10 specifically but everyone is welcome to join in.

**Barrow Library is open:** Mon to Thurs: 9:30am - 6pm | Friday: 9:30am - 5pm | Saturday: 10am - 4pm

**Contact details:** Tel: 01229 407370 | Email: [barrow.library@westmorlandandfurness.gov.uk](mailto:barrow.library@westmorlandandfurness.gov.uk)

## WESTMORLAND AND FURNESS COUNCIL APPRENTICESHIPS



An apprenticeship is a great way to start a career and there's no upper age limit. You can earn whilst you learn and gain practical experience alongside a nationally recognised qualification.

We help all our apprentices to build their confidence and find passion in a new career and they receive one-on-one support from a range of professionals throughout their apprenticeship. We are passionate about the people we serve and the people who work with us are at the heart of what we do.

**Our successful, high-quality apprenticeships programme has already benefited hundreds of young people and we're committed to keep providing opportunities for people who want to make a difference.**

If you share our values, want to make a difference to the people of Cumbria and like the idea of working for a large, diverse organisation with opportunities in many different types of work, then an apprenticeship with Westmorland and Furness Council could be right for you.

### National Apprenticeship Week

If you share our values, want to make a difference to the people of Cumbria and like the idea of working for a large, diverse organisation with opportunities in many different types of work, then an apprenticeship with Westmorland and Furness Council could be right for you.

Next year's National Apprenticeship Week will take place from 5th to 11th February 2024 and during that time we'll be out and about in the local area promoting our opportunities, which could include everything from Engineering to Accountancy to Business Administration and lots more besides.

The theme is 'Skills for Life', so keep checking our website: [www.cumbriaapprenticeships.org.uk](http://www.cumbriaapprenticeships.org.uk) for further information.



### Amy's Story

Amy Tomkins is a Support Worker in Care Services, at Mill Lane Day Services in Barrow. She joined the Council in October 2020 as an Adult Care Worker – Level 2 apprentice. Amy feels the apprenticeship has offered her the opportunity to learn new skills, she has studied for her level 2 award and completed it and is being paid to complete her level 3 award in health and social care. She supports people to undertake lots of activities from supporting Adult Education groups, running cooking and sports groups, developing skills in the administration of medication and supporting individuals whose behaviour may challenge. Amy has also gained the NHS Apprentice of the year award and would definitely recommend an apprenticeship to anybody wanting to earn money while learning on the job.

# ARE YOU STRUGGLING TO PAY YOUR RENT?

If you're struggling financially, we know it's not always easy to talk about it, but our friendly and experienced Rents Team is here to help.

Our expert Benefits Officer, Amanda Morris, can also check you're receiving all the benefits you're entitled to – call Amanda on (01229) 876581.

**The sooner you contact us - the sooner we can assess your circumstances and arrange a payment plan that's affordable for you.**

Give a member of our team a call today:

- Emma Johnson (01229) 876469
- Carol High (01229) 876397
- Katie Barker (01229) 876471
- or email: [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)



## DID YOU KNOW, YOU COULD BE PAYING LESS FOR YOUR WATER?

If you're struggling to pay your water charges our Money Management Officer, Jo Hughes, may be able to help. She has secured reduced water bills for well over 800 of our tenants.

Successful applicants will be put on one of the seven water support tariffs and, as long as your income doesn't increase, you will remain on the reduced tariff for three years; after this date a renewal application will need to be completed. If your income decreases or has decreased since you last applied, then you may be eligible for a lower tariff.

You must be in receipt of one of the following benefits to qualify:

Universal Credit / Job Seekers Allowance / Income Support / Employment Support Allowance / Pension Credit / Housing Benefit / Working Tax Credits / Child Tax Credits / Council Tax Reduction.

For more information or to check if you're eligible for reduced water charges, contact Jo Hughes:

Call: (01229) 876534  
Text: 07733 009 558  
Email: [jo.hughes@westmorlandandfurness.gov.uk](mailto:jo.hughes@westmorlandandfurness.gov.uk)



# CHRISTMAS REFUSE & RECYCLING COLLECTION

Changes to collections week commencing Monday, 25 December

If your collection day is:	Your collection will be on:
Tuesday, 26 December	Wednesday, 27 December
Wednesday, 27 December	Thursday, 28 December
Thursday, 28 December	Friday, 29 December
Friday, 29 December	Saturday, 30 December

We all have extra waste and recycling over the Christmas period. Remember foil/metallic type wrapping paper cannot be recycled, so please put this in your black bin for disposal.

Any extra waste should be placed in bags (should not contain foodstuff as this may attract vermin) and left next to your bin and this will be taken at the time of collection.

### Disposal of real Christmas trees

For residents not on the Green Waste Collection scheme – real trees can be put out with your black bin and they will be taken by refuse collectors.

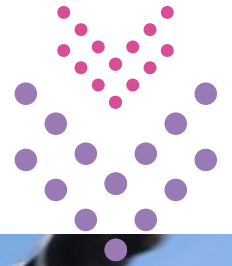
For residents on the Green Waste Collection scheme, real trees should be put out on the date of your next scheduled collection.

WESTMORLAND AND FURNESS COUNCIL'S CUSTOMER SERVICES TEAM (01229) 876543



For details on what can and can't be recycled, visit: <https://www.westmorlandandfurness.gov.uk/bins-recycling-and-street-cleaning>

# HOUSING HEROES



Members of our Housing Team have taken to the sky and water to raise funds for charities close to their hearts. Well done to them both!!

## Bex flies high!

Rebecca Halton, our Interim Senior Manager of Landlord Services and Homelessness, bravely did a sky dive raising over £1,100 for her children's school to improve facilities for children with special educational needs.

Rebecca said: "I strongly believe that all children should be able to access schools and the curriculum in the same way regardless of any additional needs they may have. Inclusivity is so, so important to get right from the earliest opportunity to set our 'little people of the future' up to live happy and fulfilled lives."

"The money I've raised will go towards the purchase of a smart pod – a safe space where children can go when things in the classroom get too much."

She added: "It was truly an amazing experience I will never forget. It was a very surreal feeling that is hard to explain, but my favourite part was when the second parachute was activated and I shot up at speed before taking in the breathtaking views of Lake Windermere and the surrounding area, genuinely feeling like I was flying."



*"The money I've raised will go towards the purchase of a smart pod – a safe space where children can go when things in the classroom get too much."*

## Swimspiration!

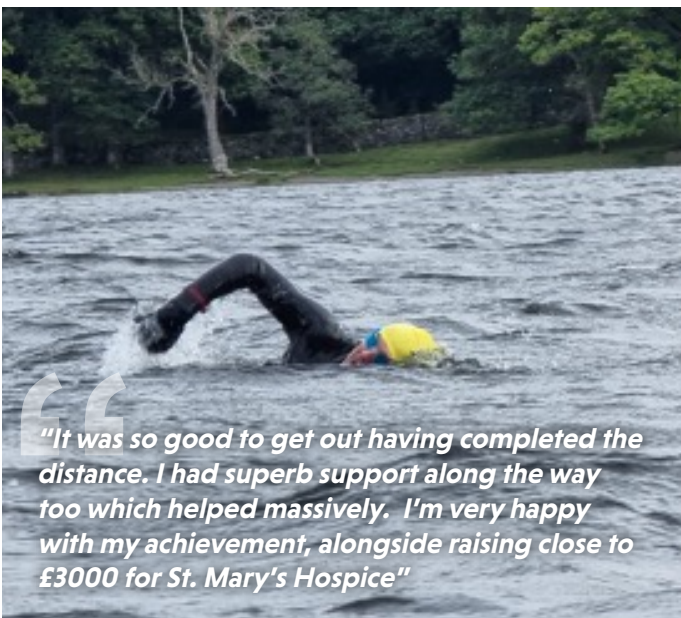
Our Senior Surveyor, Bryan Walker, challenged himself to swim the length of Coniston Water in memory of his late sister, Susan, and to raise funds for St. Mary's Hospice where she was lovingly cared for over two years. His nephew, Steven, also did the swim and extended it into a triathlon.

Bryan put in some serious training for over a year, swimming weekly in Coniston since early March. At approximately five-and-a-half miles in length, Coniston Water is not for the feint-hearted, and although not one to usually suffer, Bryan said anxiety was building up inside him.

Unfortunately, weather conditions on the day of the swim were not the best and Bryan had to contend with very choppy water and quite high

winds, but he stuck at it and his sheer grit and determination saw him reach the other end in an unexpectedly quick time.

Bryan says: "It was so good to get out having completed the distance. I had superb support along the way too which helped massively. I'm very happy with my achievement, alongside raising close to £3000 for St. Mary's Hospice".



*"It was so good to get out having completed the distance. I had superb support along the way too which helped massively. I'm very happy with my achievement, alongside raising close to £3000 for St. Mary's Hospice"*



**WHAT AN ACHIEVEMENT:** Bryan on the left with his nephew, Steven, and his boys Morgan and Rowan present their cheque to St. Mary's

# FACE-TO-FACE WITH ... COUNCILLOR JUDITH DERBYSHIRE



**Hi, I'm Judith. Originally I trained as a forester and then worked for the National Trust in woodland management for 21 years.....so how did I end up being a Westmorland and Furness Councillor with Housing as my portfolio?**

After leaving the National Trust, I worked for various rural organisations, ending up as a rural housing enabler working with communities to provide good truly affordable homes. Frustrated due to the lack of government funding to provide these homes, I became a District Councillor in Eden in 2011 to try to ensure the funding and policies were in place. And I am continuing this work in my Westmorland and Furness role, to ensure we have good homes for all our residents in all of our new district.

On a personal front - I live just outside Penrith, I am married with two grown children (both left home), one beautiful granddaughter, and a lively Patterdale terrier.

## JUDITH, TELL US ...

### What are your three best character traits?

I have been told I am a good networker. I try to ensure the world is a better place. And I enjoy working with a variety of people.

### What are your three worst character traits?

My desk is a mess of paperwork and I struggle at times to get all my tasks prioritised, but I am working on it. I don't think I delegate well, as I find it difficult to ask others to do things when I know they are already very busy (as all the W&F staff are at present). And I can't resist chocolate or doughnuts (especially the custard ones).

### What's your earliest memory?

Sitting on my mother's knee in front of the sitting room fire, cuddled in a blanket, as I had a lot of pain from a burst eardrum. She sat and cuddled me all night I think.

### What are you most afraid of?

The death of family and friends, and the climate crisis that is already happening.

### What are you most proud of?

My children who are both brilliant!

### What's your favourite film?

The Quiet Man – a John Wayne/Maureen O'Hara romance set in Ireland written by one of my favourite authors Maurice Walsh.

### What's your favourite TV programme?

At present the new series of Shetland, but in the past The West Wing.

### What's your favourite book?

The trilogy by Elizabeth Goudge 'The Eliots of Damerosehay' that my grandmother (who lived with us) introduced me to many years ago.

### What's your most treasured possession?

If my house was on fire, I would probably grab all the family photo albums as memories of great times with family and friends are precious.

### What or who makes you laugh the most?

The novels of Terry Pratchett are brilliant!

### What do you do in your free time?

If I have a few days free, I head to the Scottish Borders in my micro camper car with the Patterdale terrier for company and walks. If I only have an afternoon, then a woodland walk with my husband and the terrier, followed by a pint in a local pub.

### What's your favourite meal?

Scrambled eggs on wholemeal toast with a smear of Marmite (controversial I know) on the toast.

### What's your favourite drink?

A Sauvignon Blanc from New Zealand.

### What was the first record you ever bought?

Do I have to confess this??? Jimmy Osmond – 'Long-haired lover from Liverpool'. My elder sister tried to persuade me out of buying it, but I insisted.

### What's your favourite singer/band?

Difficult one – scrolling though the artists list on my iPhone hasn't helped – but probably Carole King as I love her Tapestry album.

### What superpower do you wish you had?

At present the obvious wish is to have the power to get people to live together peacefully without war. And also to make this world more equal so people did not have to struggle with poverty and disadvantage.

### Who would be sat around your dinner table if you could invite six people – living or dead?

Terry Pratchett (author), Reginald Hill (author), Barak & Michelle Obama, Colin Dexter (author), and George Clooney.

### What's been your most favourite Christmas gift ever?

The most romantic Xmas present was from my husband – a single chocolate Rolo. You have to be of a certain age to have seen the TV advert to understand what that means. Although he had eaten the rest of the packet without me, so he had one left to wrap up and put under the Xmas tree...

## WELCOME TO... INDIA CHARLESWORTH

India recently joined us as PA to Caroline Wagstaff (Assistant Director of Housing).

This is India's first time working for a local authority and she's excited to tackle new challenges, learn and meet new people. She enjoys the variety in her role and loves getting everything organised.



## MOVING ON UP...



Former Head of Business Support, **Rebecca Halton**, has been appointed as the **Interim Senior Manager of Landlord Services & Homelessness**.



Former Homeless Team Manager, **Amanda Brierley**, has been appointed as **Interim Operational Lead – Homelessness Services**.



Former Assistant Asset Manager, **Nigel Clarke**, has been appointed as **Housing Maintenance Manager**.



Former Customer Service Advisor, **Jacky Macaulay**, has been appointed as a **Housing Officer** within our Lettings Team.

# COUNTY LINES & CRIMINAL EXPLOITATION

Criminal exploitation is a form of modern slavery that sees victims being forced to work under the control of highly organised criminals.

'County lines' is a violent and exploitative form of drug distribution.

Criminal gangs groom and exploit vulnerable people, including children and those with mental health or addiction issues, by recruiting them to distribute the drugs. This is often referred to as 'drug running'.

Some children are forced to transport drugs in ways that are invasive and harmful to their bodies. Young people may be forced to swallow bags of drugs to transport them, which is life threatening.

The practice of 'plugging' is also common, whereby drugs are inserted into a child's rectum or vagina. This is a form of sexual abuse and in some cases it can cause a child's death.

Criminals may also use a vulnerable person's home as their base of operations. This is known as 'cuckooing'.

## County Lines is everywhere – including our borough

County lines is far reaching and it not just a city problem, many smaller towns including our borough are affected.

It doesn't matter where you're from or your social background, children or vulnerable people from any community can be groomed into county lines.

## Signs to look out for

Here are a few signs to look out for that may indicate someone is involved in county lines:

- Having money, new clothes or electronic devices and they can't explain how they paid for them
- Getting high numbers of texts or phone calls, being secretive about who they're speaking to
- Repeatedly going missing from school or home
- Significant changes in mood: secretive, withdrawn, aggressive, emotional
- Unexplained injuries
- Decline in school or work performance

## Cuckooing

Dealers often convince vulnerable people to let their home be used for drug dealing – they target people who are lonely, isolated or have addiction issues. Here are some signs to look out for that may indicate someone is a victim of cuckooing:

- Frequent visitors at unsociable hours
- Changes in your neighbour's daily routine
- Suspicious or unfamiliar vehicles outside an address



### What to do if you have concerns

The best advice is to trust your instincts. Even if someone isn't involved in county lines drug dealing, they may be being exploited in some other way, so it's always worth speaking out.

- Call the police on 101 or 999 in an emergency
- Call Fearless – a dedicated youth service of Crimestoppers – for free on 0800 555 111 or follow Fearless on Tiktok or Instagram
- Call Crimestoppers anonymously and for free on 0800 555 111
- Young people can call Childline for free on 0800 1111. Childline is a private and confidential service where you can talk to counsellors about anything this is worrying you

## BARROW women's COMMUNITY MATTERS

Women's Community Matters is run by women, for women and young people aged 11 to 19 years.

We offer a wide range of support groups, courses, activities and appointments in a safe place and we aim to make a positive difference to the lives of women and young people in Barrow with care, kindness, compassion and love.

We aim to support you with anything you may need, including benefits, housing, domestic or sexual abuse, the police, courts, prison, mental wellbeing, employment, education and social activities.

**We welcome ALL women through our doors.**

If you have any questions or want to speak to a 'real' person – in confidence - please get in touch.

We're based at the Nan Tait Centre on Abbey Road, Barrow and our reception is open:

- Monday & Wednesday 9:30am – 4pm
- Tuesday & Thursday 9:30am – 6pm
- Friday 9:30am – 1pm

Drop-in for a drink and chat: Mon & Wed 10am – 12noon  
 Drop-in for young women 11-19 years: Thurs 3:30 – 4:30pm  
 Drop-in for young men 11-19 years: Tues. 3:30 – 4:30pm

 (01229) 311 102

 [reception@womenscommunitymatters.org](mailto:reception@womenscommunitymatters.org)

 <http://www.womenscommunitymatters.org>

 Women's Community Matters (private message)



# YOUR SAFETY IS OUR TOP PRIORITY

## Annual Gas Service/Safety Check

The safety of our tenants is our top priority and, as a landlord, we are required by law to carry out an annual safety inspection/service of all Council-owned gas appliances and visual checks of tenant-owned appliances. The gas service is free and usually takes no more than 45 minutes.

Our contractor, Sure Group, will always contact you in advance of these checks to arrange a convenient time to visit.

The vast majority of our tenants allow Sure Group access to carry out these crucial checks, but unfortunately access isn't always given in the run up to the due date and this can lead to court action being taken to gain entry.

It is in everyone's best interest that inspections are carried out promptly to ensure all gas appliances are working properly and safely. So please allow access when requested so that everyone stays gas safe - thank you.

## Carbon Monoxide Alarms

We are currently over half-way through a major contract to fit Carbon Monoxide alarms in all our properties fitted with a gas boiler. These are then interlinked with the existing smoke and heat alarms.

The alarms you have fitted by the Council are then tested as part of the annual gas service to ensure they are fully functional.

If you are decorating your ceilings next to any of the alarms, please do not be tempted to remove them from the ceiling. You can use the dust cover for the alarm whilst painting and then remove the cover as soon as you have finished. You should not paint over the alarm or the base.



### Any questions?

If you've any gas-related questions or queries, please give me a call on:

Tel: 01229 876465.

Graham Harcourt, Gas Technician

## BARROW DOMESTIC APPLIANCES

Did you know, local charity, Barrow Domestic Appliances offer a FREE collection service for large unwanted household appliances including washing machines, cookers and dryers?



They will collect any domestic appliance from householders free of charge, with the exception of non-working or incomplete refrigeration. Their staff will collect items and do all the work, including disconnection of washing machines and cookers.

### Buy new and refurbished appliances at low prices

Donated appliances are then fully refurbished and sold on to local people on low income or benefits. All items are supplied with a six-month warranty.

### Where are they?

Barrow Domestic Appliances is based at 13 High Street, Barrow

### For more information:

- Tel: (01229) 837774
- Facebook: [facebook.com/barrowdomesticappliances](https://www.facebook.com/barrowdomesticappliances)
- Website: <https://barrowdomesticappliances.co.uk/about/>

## WORRIED ABOUT SOMEONE SLEEPING ROUGH?

### No-one should have to sleep rough

You can help change someone's life by making an alert to local support services through StreetLink.

### What is StreetLink?

StreetLink is a platform that enables you to alert local authorities and outreach teams to someone sleeping rough, so that they can locate and provide them with needed support. This includes anyone who is sleeping outside, preparing to bed down, or sleeping somewhere not designed for habitation – such as a car.

### How does it work?

To make an alert through the website, follow these three simple steps:

- 1 Locate** Send a pin of where you've seen someone sleeping rough
- 2 Describe** Give as many details as possible to help services identify them
- 3 Submit** Your alert will go to local support services who will go out to find the person

Scan the QR code or visit:

<https://thestreetlink.org.uk>

to make an alert about someone sleeping rough.



# RESULTS OF SUMMER COLOURING COMPETITION

**Massive thanks to everyone who entered the last competition.**

As usual your entries were just brilliant which made judging very difficult! Congratulations and well done to Millie who was the overall winner in the seven years and under age category and Emily the overall winner in the 8-10 years age category. And thanks and well done to all the runners-up!

**WINNER: Millie Faddie**



**Florrie May Blythe**



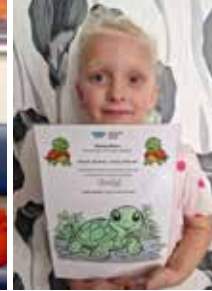
**Gracie & Hallie Robertson**



**WINNER: Emily Wilde**



**Connie Jo Blythe**



**Layla Olliver**



**Lorenza-Skyla Kendall**

# CHRISTMAS COMPETITION

Here's a lovely festive picture for you to colour in. Winners of each age group receive a £10 Love-2-Shop voucher. There are two age groups: 7 years and under & 8-11 year-olds. To enter, your parents or grandparents must be Council tenants or leaseholders. Please send your entries to: Cathy Kirk, Housing Service, Town Hall, Duke Street, Barrow LA14 2LD. **The deadline for entries is Monday, 11 December.** Good luck everyone and have a fantastic Christmas!



**Name (In capitals please)** .....

**Address** .....

**Telephone No** ..... **Age** .....

# ARE YOU INSURED?

## Protect yourself from Burglars and Thieves

As gifts may be stacking up under the tree, so may the total value of the contents inside your home.

Westmorland & Furness Council's Home Contents Insurance Scheme automatically increases the contents sum insured by £1,500, or 15% of the sum insured (whichever is greater), for loss or damage to gifts bought, for one month before and one month after Christmas Day.

## Top tips for keeping your home safe at Christmas

- When putting presents under the Christmas tree, make sure that they are not easily visible from the outside, or store away somewhere safe.
- Think twice about what you post on social media. Avoid details of expensive presents, and do not advertise if you are going away over the festive period and leaving your home unoccupied.
- If you are going away over the Christmas period, make sure your home is left secure. If possible, ask a trusted neighbour or friend to keep an eye out.
- Even if only popping round to the neighbours for a festive tipple, always lock your front door.
- Secure any outbuildings or sheds, as they may store tools that could be used to break into your home.

We hope that you will never suffer a theft or break-in or flood or water damage, but these things do happen and that is why we suggest all tenants take out home contents insurance, either through our scheme or by making your own arrangements.



## To find out more...

For more information on our pay-as-you-go home contents insurance scheme, where you can pay premiums alongside your rent, give us a call on (01229) 876488 or email: [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)

# FREE PRIZE DRAW!! Your chance to win one of two family tickets for the Christmas Panto

It will be curtains up very soon for the Christmas panto you've all 'bean' waiting for when Jack and the Beanstalk comes to town! Our fabulous colleagues at The Forum have very kindly again donated two family tickets for you to win in our free prize draw.

## Prize Draw

To enter the draw, you must be a Council tenant.

Simply send us your name, address and telephone number by:

- emailing: | [housing@westmorlandandfurness.gov.uk](mailto:housing@westmorlandandfurness.gov.uk)
- Calling Cathy Kirk on (01229) 876523

The first two names drawn will each receive a family ticket (four people to include at least one adult).

The winners can choose tickets for any performances except 16, 17, 23 and 24 December – and subject to availability.



## Don't miss the deadline...

Please enter quickly as the deadline is 5pm on Wednesday, 6 December.

Best of luck everyone!!!

## TICKETS STILL AVAILABLE

Don't worry if you're not one of the lucky winners, there are still tickets available at a range of prices to see this fabulous panto. Call The Forum Box Office on (01229) 820000 or book online: [www.theforumbarrow.co.uk](http://www.theforumbarrow.co.uk)

# POINTS OF CONTACT

**Assistant Director of Housing**

Caroline Wagstaff (01229) 876523

**Interim Senior Manager of Landlord Services & Homelessness**

Rebecca Halton (01229) 876549

**Rent Recovery Team**

Carol High (01220) 876397  
 Emma Johnston (01229) 876469  
 Katie Barker (01229) 876471

**Benefit Liaison Officer**

Amanda Morris (01229) 876581

**Money Management Officer**

Jo Hughes (01229) 876534

**Safe & Strong Communities Team**

**Safe & Strong Communities Manager**

Caroline Kendall (01220) 876426

**Senior Neighbourhood Team Leader**

Debbie Cubiss (01229) 876423

**Neighbourhood Enforcement Officer**

Gordon Robson (01229) 876410

**Neighbourhood Officers**

Peter Buckley 07843 471 414  
 Dan Crowe (01229) 876479  
 Cheryl Waite (01229) 876520

**Neighbourhood Support Officers**

Simone Singleton (01229) 876580  
 Lisa Lindley (01229) 876493

**Housing Maintenance Team**

**Housing Maintenance Manager**

Nigel Clarke (01220) 876326

**Senior Surveyor**

Bryan Walker (01229) 876466

**Contract Supervisors**

Graham Harcourt (01229) 876465  
 Peter Rimmer (01229) 876530  
 Ste Herrington (01229) 876492  
 Jordan Herrington (01229) 876531

**Needs Assessment Officer**

Lindsay Gedling (01229) 876577

**Business Support Team**

**Right to Buy**

Michelle Bradley (01229) 876483

**Household Insurance**

Joanne Worrall (01229) 876488

**Choice-Based Lettings**

Rachael Hornby (01229) 876554  
 Donna Brown (01229) 876468

**Direct Debits**

Georgina Bridgens (01229) 876478

**Homelessness Team**

Advice (office hours) (01220) 876599  
 Out-of-hours (01229) 833311

**Email:**  
 dutyrefer1@westmorlandandfurness.gov.uk

**Lettings Team**

Jackie Rimmer (Snr) (01220) 876550  
 Andy High (01229) 876345  
 Jacky Macaulay (01229) 876403

**@ Email us:** housing@westmorlandandfurness.gov.uk

**✉ Write to us:** Housing Service, Town Hall, Duke Street, Barrow LA14 2LD

**🌐 Website:** https://www.westmorlandandfurness.gov.uk/housing/council-housing

**📘 Facebook page:** Westmorland and Furness Council Thriving Communities

**✕ X page:** @WandFThrivComm

**Reporting Repairs**

**During office hours**

Non-gas repairs (01229) 876578  
 Gas-only repairs\* 0800 031 6578  
 or 0151 728 5739

**Out-of-office emergency repairs**

Non-gas repairs (01229) 833311  
 Gas-only repairs\* (01229) 833311

\* No heating or hot water or radiator and boiler problems



## TOWN HALL OFFICE HOURS

**In Person**

**Monday to Friday:**  
 9am - 4pm

**Telephone**

**Customer Services (01229) 876543**

**Monday to Friday:**  
 8:30am – 4:30pm (4pm Friday)

## CONTACTS FOR STREET VOICES

Council-recognised street voices within the Borough



**Raglan Court & Corporation Terrace:**  
 Mandy Anderson 07925 410 817

**Grange & Cartmel Crescent:**  
 Jim Christie – 07748 427 104

**Roosegate:**  
 Nicola Bull – 07808 264 941

**Newton Road Area, Dalton:**  
 David Pearson – (01229) 230019

**Broughton Road Area, Dalton:**  
 Danny Green – 07999 462 934

**North Walney Residents' Association:**  
 Steve Thornton – 07856 753 482