



Special Recognition Award for Mandy

Sixteen years ago, Mandy Anderson formed the Vulcan and Brathay Residents' and Tenants' Association and since then she has worked tirelessly to support and represent the views of local tenants which she continues to do as a Street Voice.

In addition to her Street Voice role, she is now a volunteer worker for the nearby Sacred Heart Community Hub. Mandy's friend Stacey Bibby, says: "Mandy has been helping run the Sacred Heart Community Hub since last year. She does this all in her own time and has helped so many families, especially over the school holidays, running the lunch club and putting on fun days and sports days for the local children.

"Mandy is the most selfless, kind person. She has put her heart and soul into the Community Hub - all in her own time and for nothing in return.

"She loves to see people happy, especially families and she has enjoyed helping people out especially in these difficult times".

In December last year, Mandy tragically suffered the loss of her dearly loved daughter, Kerry. Mandy says her involvement in the Community Hub has been a blessing and helping others has helped enormously by giving her a purpose and focus.

To thank Mandy for her long-standing, selfless dedication to others, we recently popped into the Community Hub to surprise her with a bouquet of flowers and a much-deserved Certificate of Recognition.



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WIN FAMILY TICKETS FOR THE PANTO!

Turn to page 15 for details on how to enter the free prize draw!



CHRISTMAS CLOSING

The Town Hall will close at 4pm on Friday, 23 December and re-open Tuesday, 3 January 2023



Have I Got Housing News for You!

Here we are, 2022 nearly at an end with Christmas fast approaching.

Sad to say this will be Barrow Borough Council's 'last Christmas' as a district council, with April 2023 marking the creation of two unitary councils, with Barrow being in the Westmorland and Furness Council (see page 13 for more details).

As we are all well aware, it is difficult times for everyone, with the cost of living increases causing genuine hardship for many. I sincerely hope you find the features of the wonderful help and support available within the Borough for people to access to help them deal with the current difficulties and the sadness Christmas can bring for many.

To help support communities across the borough through the cost of living crisis, funding has been agreed by Barrow Borough Council. Members of the Council's Executive Committee recently voted

that £310,000 from the Welfare Fund should be used to provide food, warmth and other help for those most in need this winter. For more information on this, visit our website: www.barrowbc.gov.uk

To say I feel humbled by the care and support available is an understatement and I feel so proud of the kind folk of the Borough.

It has been a busy year for the Housing Service, with changes in the internal structure and the preparation for the transition to the new council. This edition has included information of the newly created Safe and Strong Communities Team and the Asset Management Team. Both teams have embraced the changes positively and are motivated to enhance our services further.

It is with great sadness we share the news of Jackie Scott passing away (page 12). The article is a wonderful tribute to an exceptional former colleague – she was an absolute star.

On a lighter note, it is always great for the teams to receive compliments, they work so hard with empathy and genuine desire to help wherever they can – thank you for sharing your thanks, it is appreciated. And, talking about teams, I'd like to take this opportunity to thank all my staff for their hard work, motivation and support during 2022.

I will close now - please take care everyone and remember, if you're struggling there is help to access, so please do so if needed.

Here's to a lovely Christmas and a Happy 2023.

Jane E. Sharp

DEPUTY DIRECTOR OF PEOPLE & PLACE

CHRISTMAS & NEW YEAR REFUSE & RECYCLING COLLECTION

This year collection dates will not change

Normal Collection Day	Confirmed Collection Day
Friday, 23 December	Friday, 23 December
Tuesday, 27 December	Tuesday, 27 December
Wednesday, 28 December	Wednesday, 28 December
Thursday, 29 December	Thursday, 29 December
Friday, 30 December	Friday, 30 December

We all have extra waste and recycling over the Christmas period.

Please remember foil/metallic type wrapping paper cannot be recycled, so please put this with waste for disposal. Any extra waste should be placed in bags, 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 – 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, real trees should be put out on the date of your next scheduled collection.



BARROW BOROUGH COUNCIL'S CUSTOMER SERVICES TEAM (01229) 876543



For details on exactly what can and can't be recycled, visit: <https://www.barrowbc.gov.uk/residents/streetcare/recycling-guidance/>

REWARDING GOOD TENANTS

Here are the latest winners of our Rewarding Good Tenant incentive scheme. After completing the entry form and following a quick tenancy check, their names were included in the draw and their names came out first! Well done to them all – enjoy spending your vouchers.



Barbara Grisedale



Peter Roebuck



Marion Samson



Samantha Rawlings



Alexander Irvine



Jacqueline Wright



Alan Williamson



Mark Ayres

Our Incentive Schemes

We have four different 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.

Downsizing Scheme A grant towards moving expenses if your current home is too big for you and you want to downsize to a smaller property.

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@barrowbc.gov.uk




FREE Family Fun Father Christmas & Real Life Reindeers

Friday 16th December 2022



**Starts 4.30pm at. Green Heart Den
Marsh Street**

More info tel 01229 823020

**No Entry Fee - Snacks &
Drinks available**

**Feed Reindeer £1.00 per
cup of moss
Tombola, Fun
Music**





WCM Grotto 2022 Dates

The following dates have availability:

Wednesday 30th November 5.30 - 7.30pm

The following dates have limited availability:

Wednesday 7th December 5.30 - 7.30pm
Wednesday 14th December 5.30 - 7.30pm
Wednesday 21st December 5.30 - 7.30pm

Slots are subject to availability.
To book contact the
Christmas team on:
01229 311 102
or
admin@womenscommunitymatters.org

Local Festive Events

Sacred heart Community hub Christmas Party

18TH DECEMBER 2022
1PM TILL 5PM
£2.00 PER TICKET FOR
CHILD
What's on?

- Paul's puppet s
- Sweets aplenty sweet Stall
- Games with Gemma
- Kids get a picnic bag
- Sweets cakes biscuits pop crisps
- Father Christmas gives out selection box
- And much more
- All welcome
- contact mandy on 07925410817



Look What's coming!








Dalton St Mary's Church

Christmas TREE FESTIVAL

**Starts
25th November**

2pm - 5pm
Friday's, Saturday's &
Sunday's

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

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

NEWS FROM OUR SAFE & STRONG COMMUNITY TEAM

Tackling Abandoned Vehicles

As a new team, we have been tasked with investigating vehicles reported as abandoned within the borough.

Abandoned vehicles represent a blight on our communities and can attract anti-social behaviour, so we are committed to dealing with abandoned vehicle reports robustly and proportionately.

In addition to the 16 vehicles which have been removed and destroyed since May (this includes boats, trailers and caravans), we successfully arranged for seven vehicles to be removed in one go and there are currently a number of vehicles under notice.



What is an Abandoned Vehicle?

Any vehicle, including a car, van, motorcycle, trailer or caravan, which appears to be abandoned on the highway or on private land without permission can be reported to us. We cannot class a vehicle as abandoned for being untaxed unless there are other signs of abandonment. These are some of signs which might mean a vehicle is abandoned:

- No tax and/or MOT
- No registered keeper
- Stationary for a significant period of time
- Significantly damaged, run down or unroadworthy
- Flat tyres, missing wheels or broken windows
- Waste around vehicle / missing number plates / not locked

What happens to the vehicle?

A vehicle will only be removed if we are satisfied it is abandoned, and it will only be released to the registered keeper upon proof of identification and payment of a £200 fixed penalty notice.

Once a vehicle is removed by the Council's contractor, it is stored for up to ten days. If the owner doesn't reclaim it, the vehicle is removed and disposed of, in other words, it's crushed!



Before...



...and after!

How to report an Abandoned Vehicle

For more information and to report a suspected abandoned vehicle, visit our website: www.barrowbc.gov.uk and search 'Abandoned Vehicles' or call our Customer Services Team on (01229) 876543.

OPERATION ROGUE TRADER - Say 'no' to Cold Callers



Partnership: Peter Buckley & Gordon Robson with Sergeant Jo Smith

Members of our Team recently took part in a multi-agency event aimed at identifying rogue traders.

Together with officers from Trading Standards and Cumbria Police they conducted mobile patrols in areas of the borough where rogue traders have previously targeted vulnerable residents.

Trading Standards Officer, John Scott, thanked members of the team for attending the event and said: "Rogue traders, doorstep fraudsters and scammers prey on the most vulnerable in society. Working closely with you and the Police means we can intervene sooner and safeguard potential victims."

The key message from Trading Standards Service is to say no to cold callers, and if someone comes to your door asking you to purchase items, don't be pressured into buying from them – you have the right to ask them to leave - and always use known, local trades people.

If you suspect someone of being a rogue trader or find yourself accosted by uninvited doorstep callers, contact the Citizens Advice Consumer Helpline on 0808 223 1133.

Thankyou

We are committed to providing high-quality services and our staff work hard to achieve and maintain this. So, feedback – whether it’s to make a comment, pay a compliment or make a complaint about our services – is always welcome.

Here’s a selection of the compliments we have recently received.

Following adaptations...

“I want to pass on my thanks and gratitude to Lindsay and Les for the wet room I’ve recently had installed. The contractors have done a brilliant job – thanks to you both for making it happen”.

Allan McIntosh

Following an out-of-hours repairs call...

“I want to thank Dave Shepherd from Hughes Brothers. One of our service users was locked in their home due to a lock failure. Dave was in touch with 15 minutes of the call being placed and

within another 50 minutes the lock was replaced.

This service was exemplary. Please pass on my thanks to the team”

Lakeland Carers

For our Homelessness Team...

“I would like to take this opportunity to thank Amanda, Debbie and Laura for all your help in securing a tenancy for a vulnerable resident at our property in Barrow-in-Furness. I had been unaware of the Homeless Team’s existence until I was approached by this vulnerable lady about renting the property and explained her involvement with you.

“I have been extremely impressed by the competency, helpfulness and drive you have all displayed in helping vulnerable people, and me, through the process of getting us both to the point where the tenancy can be activated.

“As a landlord who has always tried to take into account specific needs when allocating tenancies, it is gratifying to know that we are, on this occasion, putting a roof over the head of young woman and her son, who had been classified as homeless.

“Keep up your great work in the Homeless Service as the council transitions to its forthcoming Westmorland and Furness status and I would like to think we can work together again at some future point.

“In the meantime, sending best wishes and grateful thanks to you all.”

Karen Barden (Press & PR)

Following adaptations...

“I want to pass on my thanks to the young man who installed the grab rail in the wet room. He is a credit to the firm, he was polite and respectful, so kind, pleasant and well-mannered. Well done!”

June Hutchings

FOODBANK DONATIONS

Since the start of the pandemic, service users at Barrow Foodbank have automatically been given a bag of toiletries with their food parcel. Unfortunately, a drop in donations from the public meant they wouldn’t be automatically supplied.



When Council staff heard about this, they wanted to help and over a couple of days a huge quantity of toiletries were donated and passed on to the Foodbank.

The photo doesn’t show the 200+ toilet rolls donated by our Tenants’ Forum!



COME AND EXPLORE BARROW'S OWN 12 GIFTS OF CHRISTMAS IN THIS FUN, FESTIVE EXPERIENCE FOR ALL!

Either make your own way to the Park or Dock Museum at any time on the open days (overleaf) or if you need a lift, then please take advantage of our...

FREE SHUTTLE BUS BETWEEN SITES

(Departure Times Below)

Town Hall Courtyard	Barrow Park (Park Road)	Dock Museum Car Park
10.30am	10.45am	11.00am
11.15am	11.30am	11.45am
12noon	12.15pm	12.30pm
12.45pm	1pm	1.15pm
1.30pm	1.45pm	2pm
2.15pm	2.30pm	2.45pm
3pm	3.15pm	3.30pm
3.45pm (drop off only)		

Or, if you need a wheelchair-friendly vehicle from any location in Barrow town to the event, please get in touch to book our accessible taxi service. Subject to limited availability.

Please call or message Becky on 07840 730521 or email info@barrowfull.org.uk as soon as possible.



Supported using public funding by
ARTS COUNCIL ENGLAND

These centre pages have information on local support and assistance which is available for anyone who could benefit – especially over the cold winter months. You may want to pull out and keep these pages.



WARM WELCOME SPACES

As many households struggle with the cost-of-living crisis and the increase in energy bills, organisations and community venues are offering Warm Spaces or Warm Spots where anyone can go for free to get warm and save money on their heating costs. The Warm Spaces will be heated, safe and friendly places where you can enjoy a hot drink and spend time reading, studying, knitting or chatting with others.



Here are details of local venues offering free warm welcome spaces. The latest information on Warm Spaces can be found on our website: <https://www.barrowbc.gov.uk/> or you can pick up a copy of the list from our reception area or visit www.cumbria.gov.uk/warmspots to find out which Warm Spots are open in Cumbria.

Organisation	Location	Open	Time	What they offer
Salvation Army	Abbey Road, Barrow	Tuesday Wednesday Thursday	10am-2pm 10am-2pm 10am-2pm	Company & free hot drinks, cuppa soup, Wi-Fi, puzzles, games and books. Wednesdays, 12noon-1pm free hot pasties & peas and you're welcome to stay for the friendship group 1:30pm-3pm.
Sacred Heart Community Hub	Sacred Heart Presbytery, Lumley St	Mon/Tue/Thurs/Fri Wednesday	9:30am-12noon 1pm-3pm	Free hot drinks and light snacks. Watch TV, enjoy company. You can also use Uniform Shop and Foodbank and take a Warm Bag home with you.
St. James' Church	Blake Street, Barrow	Thursday	1pm-4pm	Free hot drinks & snacks. Pop along for a natter or to read or knit. All ages welcome.
Walney Community Trust	Spring Mount Community Hall, Amphitrite St, Walney	Monday Wednesday Saturday	4pm-6pm 10am-1pm 5pm-8pm	Monday – Free hot meal Wednesday - Free soup/sandwiches/tea/coffee/cake Saturdays – Free hot meal
St. Mary's Church, Walney	Church Lane or Promenade, Walney	Wednesday	12noon – 3pm	A warm welcome awaits with drinks, toast, teacakes, and toasties available.
Furness Homeless Support Group	27 Bath Street, Barrow	Tuesday	11am-1:30pm	Free hot food and drinks available.
St. Mark's Clothes Community Bank	Buccleuch St. Barrow	Monday to Thurs Unless there is a church service	9:30am-12noon	Refreshments in warm, friendly surroundings, art and craft activities, table-top games & more. Pop along for a brew or join in with activities.
Spring Mount Church	Salthouse Pavilion, Roose Rd, Barrow	Friday	10am-1pm	Join them for a brew and a chat with soup and sandwiches for lunch.
Dalton Community Church	Market Street, Dalton	Wednesday	2pm-3:30pm	Pop in for a free cuppa, chat and company in warm surroundings.
Askam & Ireleth's Warm Welcome	'Platform One', Duddon Road	Tuesday	3:30pm-6pm	Free tea, coffee and soft drinks.
Stitch-Ability	Walney Community Centre, Central Drive	Thursday	10am-12noon	Free refreshments, free Wi-Fi. Learn how to sew or just pop in for a brew and watch TV.
Abbey Road Baptist Church	Park Drive, Barrow	Monday Thursday 1st Sat of month	11:30am-2pm 11am-1:30pm 10:30am-1pm	Free meal and refreshments and activities. All welcome. Family brunch club on the first Saturday of every month.
Risedale Gospel Hall	121 Risedale Road	Thursday	10am-11:30am	Free hot drinks and toast or crumpets at weekly coffee morning.
Emmanuel Community Church	2 Dalton Rd (opposite Morrisons entrance)	Friday	1pm-4pm	Free refreshments. Dedicated baby/toddler area. Pool table, games and newspapers available.
Barrow Leisure Centre	Greengate Street	Tue / Wed / Fri	11am – 4pm	Free bowl of soup & warm drink in the café. Board games, books & use of internet and a shower. Voucher for walking football or walking netball.
Barrow Island Community & Sports Trust Ltd.	Island Road, Barrow	Open selected dates during December – call (01229) 820470 or check out their Facebook page		
Askam Library	Lord Street, Askam	Mon 3pm-5pm Tues 10am-1pm Thurs & Fri 2pm-5pm		Two hours free computer access with available printing, books & other reading material. Hot drinks vending machine £1 each.
Barrow Library	Ramsden Square	Monday-Thursday 9:30am-6pm Fri 9:30-5pm Sat 10am-4pm		Two hours free computer access with available printing, books & other reading material. Hot drinks vending machine £1 each.
Roose Library	91-93 Roose Road	Mon 10am-1pm Tue 1pm-5:30pm Wed & Thurs 10am-1pm Fri 1pm-5pm Sat 10am-1pm		Two hours free computer access with available printing, books & other reading material. Hot drinks vending machine £1 each.
Walney Library	Central Drive	Mon 1pm-5:30pm Tue 10am-1pm Wed 10am-5:30pm Fri & Sat 10am-1pm		Two hours free computer access with available printing, books & other reading material. Hot drinks vending machine £1 each.

LOCAL SUPPORT & ASSISTANCE

ASDA

£1 Meal Deals for over 60s

As part of their 'winter warmer' initiatives, during November and December, people aged 60 and over are able to enjoy soup, a roll and unlimited tea and coffees for just £1 in any Asda café.



The offer is available all day, every day and will run alongside the current 'Kids eat for £1' offer.



St. Mark's Clothes Bank Community

FREE clothes, shoes, bedding and curtains available for anyone in need at St. Mark's Church.

Pop along for a browse and maybe have a brew and a chat – everyone welcome!

Open Monday to Thursday 10am – 12 noon

St. Mark's Church, Buccleuch Street, Barrow



St. Marks Clothes Bank Community



HELP WITH EMERGENCY FOOD

If you're struggling to feed yourself or your family, help is available. Call Cumbria County Council's Welfare Team on (01228) 22 11 00 for assistance and, if eligible, you will be given a code.

Once you have a code, call Barrow Foodbank on 01229 343 436 so you can arrange to collect a parcel or they will arrange delivery to you.

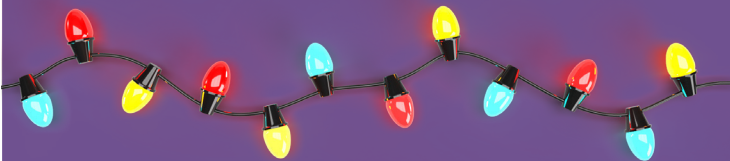


Barrow Foodbank

Ormsgill Community Fridge

Sharing FRESH FREE surplus food to reduce food waste going to landfill.

The Community Fridge is open & welcomes everyone Monday | Wednesday | Friday 9am-10am



CHRISTMAS OPENING TIMES

9AM - 10AM

Wednesday 21st

Friday 23rd

Wednesday 28th

Friday 30th

Not Open Boxing Day



Ormsgill Community Centre
Millstone Avenue (car park at rear of centre)



Ormsgill Community Fridge

BARROW COMMUNITY KITCHEN HUB

Offer a selection of bakery, fruit, vegetables and other foods – free to collect – just pop along and take what you need.

Please take your own bags with you.

The hub is based at Roosegate Community Centre, Longway, Barrow.

Usual opening times:

1pm-2:15pm

Wednesday | Saturday | Sunday



Barrow Community Kitchen Hub

DON'T BE ALONE AT CHRISTMAS

These wonderful local organisations offer support throughout the year but realise that Christmas in particular can be a 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. And Barrow Community Kitchen Hub are organising the delivery of free Christmas dinner to people who live alone, are socially isolated and have no family.

FREE Christmas Dinner For the elderly who live alone, and people who are socially isolated and have no family

Barrow Community Kitchen Hub and Furness General Hospital will work together again to cook and deliver dinners on Christmas Eve, ready to heat up on Christmas Day.

They are offering this free service to the elderly who live alone, and for people who are socially isolated and have no family.

If this would help you, or you have an elderly family member, neighbour or friend who may benefit from this, please send a private message to Sharon Foden via her Facebook page or call Sharon on 07864 266 274.

**The deadline for nominations is
Saturday, 10 December**



Christmas at Furness Homeless Support Group

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
& 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

Tel: 116 123

SAMARITANS



Salvation Army



Our Warm Welcome Space is open 10am-2pm on Tuesday, Wednesday & Thursday.

Turn to page 7 for more details.

We are open and available for practical support as normal up to and including Thursday, 22 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, 3 January for practical support and our Warm Welcome Space.

Check out our Facebook page for the latest information

www.facebook.com/salvationarmybarrow

SIMONE & LISA Offer Support & Assistance

Our Neighbourhood Support Officers, Simone Singleton and Lisa Lindley, offer enhanced support for anyone struggling with their tenancy.

They offer practical assistance such as completing forms, setting up and managing gas/electric/water, sourcing furniture, contacting other agencies and making referrals. They can also assist in setting up bank accounts for people who are struggling to do this by themselves.

Keeping Warm and Well

They are also currently providing advice and practical help for anyone who is impacted by the cost-of-living crisis and the increase in energy bills.

As part of our Safe & Strong Communities Team, Simone and Lisa offer their services to both tenants and residents of the Borough.

If you would like to talk to them or require any help, please don't hesitate to contact them:

Simone Singleton: (01229) 876580

Lisa Lindley: (01229) 876493



ENERGY SAVING TIPS



Here are a few energy saving tips from money saving expert, Martin Lewis:

Turn your thermostat down

This is one of the easiest things to do and British Gas says dropping the temperature by one degree could save £115 a year on average for typical home. The World Health Organisation says that 18 degrees is enough for healthy adults, with slightly higher temperatures needed for the very old or young.

If you have rooms you don't use, turning radiators off in these spaces can avoid heating uninhabited spaces. Better still, if you have thermostatic radiator valves fitted, it pays to turn them right down so that no heat is lost.

Wash more clothes less – and try a cooler setting

Fill up the machine each time. You could also try doing your washing on a colder setting. By washing your clothes at 30 degrees and washing one fewer load each week, you could save £34 a year. Washing at lower temperatures is fine for everyday cleaning, though you may need to set it slightly higher for tougher stains.

Tumble dryers are one of the most expensive appliances to run, so minimise use, maximise load

You're typically paying up to £1 a load, so drying clothes on an airer indoors (with a window open to avoid damp) or outside, to shorten or even avoid the tumble dryer completely, can heavily cut costs. The Energy Saving Trust reckons you could save £70 a year if you never use it.

Check if your fridge and freezer are too cool

According to Food Standards Agency, you should keep fridges at 5°C and freezers at -18°C. Don't waste energy by having them set colder than this – it won't make any difference to the quality of your food, just the size of your energy bill.

Using an air fryer can be cheaper than using an oven

Air fryers are essentially a compact oven, with a fan circulating hot air at high speed to cook food. This means they don't take as long to heat up and the small compartment helps speed up cooking time considerably. How much you can save depends on the size and efficiency of your oven, how much power your air fryer uses, and how much you cook – but generally air fryers will be cheaper to run, but you do have to factor in the upfront cost of buying one.

Think: 'How many cuppas am I making?'

The more water you boil, the more energy you use. Be conscious about this when filling the kettle, so you don't overfill. Simple, but effective, with a saving of £13 a year possible. You could boil one full kettle's worth and fill up a large flask to use throughout the day. This prevents repeated use of the kettle.

Use the microwave instead of the oven for smaller dishes

If you can use your microwave instead of the oven to cook certain foods, do. They use less energy than ovens because they only heat the food, not the air around it. For example, it would only cost 7p in the microwave to cook a jacket potato compared to 37 in the oven.

Cut your shower time to save energy and water

Cutting just a minute off your shower time could save £35 a year in energy bills, and a further £30 a year in water bills if you have a meter – £65 a year for an average four-person household.

Turn draught detective

If you're feeling handy, you could make your own sausage dog draught excluders or maybe use some old rolled up towels and tie string around to keep the sausage shape?

Close curtains at dusk

Helps to keep the warmth in and the cold out; thermal or heavy curtains will help to stop heat escaping through the windows.

HOME IMPROVEMENT WORKS



External Painting Update

Throughout the summer, our painting contractors, George Jones & Son (Contractors) Ltd, were busy on our estates working on the external painting contract. Led by their Site Supervisor, Kevin Dowling, they have now completed the Raglan Court area, Basterfield Gardens bungalows and Risedale estate. They've done a fantastic job and we think the new colour scheme looks great! Our contractors are currently working on the Roosegate estate.



A Job Well Done! (l-r): Darren Craig, Billy Haycock and Kevin Dowling

YOUR SAFETY IS OUR TOP PRIORITY

Annual Gas Service & Safety Check

The safety of our tenants is our number one priority. As a landlord we are required by law to visit every Council property once a year to carry out a gas service and safety check on gas appliances. The gas service is free and usually takes no more than 45 minutes. Our gas contractor, Sure Maintenance, contacts tenants directly to arrange a mutually convenient appointment to visit. As a tenant, your Tenancy Agreement requires you to co-operate and give access to your home for these important gas safety checks. Thankfully, the vast majority of our tenants allow Sure Maintenance access to carry out these crucial checks, but in some cases, access isn't given in the run up to the due date. Failure to allow access can lead to court action to allow us to gain entry. Safety checks help us to make sure all gas appliances are working properly, so please allow access when requested to protect your household and neighbours – thank you!

Smoke Alarms

There have been a few cases recently where Barrow Fire Service have been fitting smoke alarms into our properties, usually a Fire Angel type. Whilst we have no objections to this, these are in addition to the AICO alarms which we fit, and not as a replacement. Please do not remove the AICO alarms after the fire brigade have fitted theirs. Barrow Council will maintain the AICO alarms and ensure they are interlinked and replaced at the end of their life. There is a sticker on the side of the AICO alarms which show the expiry date. These are checked every year on the gas safety checks and replaced as required. With either type of alarm, you should test them monthly by pressing the test button, to ensure they are working properly



Dylan from Keith Wilson Electrical fits a carbon monoxide alarm in a tenants' home

Fitting of Carbon Monoxide Alarms

To provide an extra level of safety, in addition to annual gas safety checks and smoke alarms, we will be fitting carbon monoxide detectors in all homes with a gas boiler. This work has already started and is being carried out by our contractor, Keith Wilson Electrical Contractor Ltd. and will run for the next couple of years. You will be written to in advance of this work being carried out.



If you have any questions or queries, please give me a call on **(01229) 876465**

Graham Harcourt | Gas Technician

Face to Face with... **Gordon Robson**



Hi, my name is Gordon and I have responsibility for Neighbourhood Enforcement within our Safe and Strong Communities Team. This incorporates Housing.

I came to Barrow in the mid-80s from the Northeast and never went back. I served a long career in policing and retired some years ago.

I have carried out quite a few roles in Barrow Council and still enjoy meeting the good folk of the town and trying to sort out problems. I am firm, fair, good humoured and ready to help.

Gordon, tell us ...

What are your three best character traits?

My sense of humour, my optimism and my resilience

What are your three worst character traits?

My inability to say no; my belief that I can change the world – it's not realistic! and my willingness to give an opinion when it would be better to keep my mouth shut

What's your earliest memory?

Playing in the sandpit at nursery

What are you most afraid of?

The possibility of a nuclear exchange with the Russians over Ukraine

What are you most proud of?

This is an easy question – my daughter - she is a remarkable human being

What's your favourite film?

Top Gun – yes, I know its cheesy, but it's that classic alpha male thing

What's your favourite TV programme?

Line of Duty

What's your favourite book?

Anything by Gerald Seymour

What's your most treasured possession?

My health

What or who makes you laugh the most?

Politicians generally

What do you do in your free time?

Travel to new places whenever possible

What's your favourite meal?

20oz T-Bone steak

What's your favourite drink?

The one that someone else has got me!

What was the first record you ever bought?

Relax by Frankie Goes to Hollywood

What's your favourite singer/band?

Coldplay

What three items would you take on a desert island?

A satellite phone, a Seymour novel and a bottle of factor 30

What superpower do wish you had?

Hindsight

What's your dream holiday destination?

Antarctica

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

Marylyn Munro, Lord Lucan, Robin Williams, Bobby Moore, Tony Blair and Margaret Thatcher

What's been your most favourite Christmas gift ever?

My Scalextric racing car set I got a couple of years ago

Remembering Jackie

In October, we sadly lost our wonderful former colleague, Jackie Scott.

Jackie worked in the Housing Department for many years as a warden when we provided the Homelink Service. She provided great care and support to residents in Dalton and Askam, going above and beyond and showering them with TLC. She was a truly lovely lady, much loved by her residents and staff.

In recent times, Jackie became a Street Voice and a member of our Tenants' Forum, representing tenants in the Lord Street area of Dalton. She had a genuine interest in customer service and providing tenants and residents a nice environment in which to live.

Jackie was larger than life – such a smiling, caring person and, despite her own health issues over the years, always up for a good giggle.

She will be very sadly missed by everyone who knew her.



LOCAL GOVERNMENT REORGANISATION

Since the Government announced its decision to create two new unitary councils, work on the complex operation to create two new councils has been ongoing.

- Cumberland Council will provide services to the areas of Allerdale, Carlisle and Copeland
- Westmorland and Furness Council will provide services to the areas of Barrow Borough, Eden and South Lakeland.

What is a Unitary Council?

A unitary council brings all the different services currently offered by Cumbria County Council and district councils in an area under 'one roof'.

When will this happen?

Following elections in May, a Shadow Authority for Westmorland and Furness Council was created to oversee the planning and preparation for the new unitary council and this is currently operating alongside existing councils.

1 April 2023 – 'Vesting Day' is when the new Westmorland and Furness

Council will 'go live' and Barrow Borough Council will cease to exist.

How will this affect me?

Westmorland and Furness Council will be responsible for providing all the services currently being delivered.

This means everything from your waste and recycling collections to highways and planning matters, adult social care and parking will all be looked after by the new Westmorland and Furness Council.

How can I find out more?

For the latest information visit: <https://www.westmorlandandfurness.gov.uk/>



What do the changes mean for the Housing Service?

The countdown has begun, with just four months to go before the creation of the new Westmorland and Furness Council!

In advance of the go live 'vesting' date of 1 April, 2023, our number one priority remains ensuring a smooth transition to the new council so that the services we provide continue seamlessly from day one.

In the last edition of Housing Matters, we shared information on the management restructure and the new Business Support and People and Communities teams. This time we focus on the new Asset Management Team, headed up by Les Davies.

Les Davies, Head of Asset Management

Before the restructure I managed purely the Council's social housing stock. In my new role as Head of Asset Management, I oversee and deliver annual maintenance, servicing and improvements to all Council assets – buildings and land – in addition to our social housing stock. I am supported in my role by Assistant Asset Manager, Nigel Clarke.

A-Team

The Asset Management Team comprises 15 technical and administrative staff who work extremely hard to deliver a range of key services for building managers, building occupiers and the Housing Department. The present focus of the team is to ensure assets are fully compliant with regard to statutory obligations and health and safety. The team have adapted well to working in a new environment and a new set of challenges. In preparation for next year, the team are very busy dealing with compliance. Old paper-based systems for risk management have been replaced with 'Eviid' - a new computer-based system. A range of new health and safety policies



THE A-TEAM headed up by Les Davies (centre) with from left: Ste Herrington, Jordon Herrington, Liza Lowes, Sian Hester, Andy Hartley & Nigel Clarke

and procedures have recently been introduced by the team to underpin risk management. The team aims to ensure risks are identified and managed consistently across the Council providing departmental Heads of Service with meaningful health and safety advice.

So Proud!

One of the team's key strengths is their ability to work together to resolve problems: technical staff have a wealth of knowledge around construction techniques, procurement, leasehold management and contract law and the administrative team have many years' experience in scheduling and organising maintenance works and are keen to adapt or introduce new systems of working to manage compliance effectively. They also show compassion, care and diligence when dealing with adaptation

requests for tenants and residents within the borough.

The Asset Management Team make me proud every day and are like my second family! The team has been brought together out of necessity and will hopefully stay together to achieve progress and work together to drive success or, in our case, compliance!

Personal News ...

After nearly 44 years working for the Council, I have finally decided to hang up my boots and will be retiring in May next year. I am confident the Asset Management Team will adapt to life under the new Westmorland and Furness Council, and whilst they will have many challenges and priorities in the next 12 months, their single focus revolves around compliance - everything else is secondary.

Children's Summer Competition Results

Thanks to everyone who entered the competition. Once again, we were really impressed by the creative flair shown in the entries which made judging very difficult, but head judge, Jess, finally chose Imogen Pearson and Hallie Robertson as overall winners. Congratulations to them both and well done to runners-up pictured below.



Runners Up (l-r) Jessica Mould, Gracie Robertson and Gracie Eccles

Winners! (l-r) Hallie Robertson and Imogen Pearson



!CHRISTMAS COMPETITION!

Here's a lovely festive picture to colour in. It's super easy to enter the competition, so if you've never done before, give it a go this time! it's open to two age groups: 7 years and under & 8-11 year-olds. To enter, your parents or grandparents must be Council tenants or leaseholders. The deadline for entries is Friday, 16 December. Please send your entries to: Cathy Kirk, Housing Dept. Town Hall, Duke Street, Barrow LA14 2LD. Good luck everyone and have a happy, fun-filled Christmas!!

NAME

ADDRESS

PHONE AGE

WORLD'S BIGGEST COFFEE MORNING

MACMILLAN CANCER SUPPORT

Our Business Support Supervisor, Michelle Bradley, once again hosted a Macmillan Coffee Morning in the office – the first since the pandemic.

Staff were treated to some delicious cakes and tray bakes - the sensible ones amongst us wearing elasticated waist bands in readiness!

It was a team effort with other members of staff baking for the event, including Bev Simpson (pictured on the right with Michelle).

A total of £182 Was raised for Macmillan Cancer Support who help everyone with cancer to live life as fully as they can.

WORLD'S BIGGEST
COFFEE
MORNING



SHONE PRODUCTIONS Presents

YOU'LL HAVE A BALL AT THE MOST
MAGICAL PANTOMIME OF THEM ALL

Shone
Productions Ltd

Love Island P. Celebs Go Dating's
LAURA ANDERSON
as the Fairy Godmother

Singing Sensation
ISOBEL ROSE PROCTOR
as Cinderella

Comedy Star
ROLLO
as Prince

Cinderella

The Hitman's
DANNY JAY & DAVID DREWITT
as Ugly Steps

TUE 13 - TUE 27 DECEMBER 2022

Box Office: **01229 820000**

Book Online: **theforumbarrow.co.uk**

the forum
barrow

Barrow's Premier Theatre by the sea

Your chance to win
a family ticket to
see Cinderella!

This Christmas, the most magical pantomime of all comes to Barrow, and our lovely colleagues at The Forum have again very generously donated two family tickets to win in our prize draw.

Prize Draw

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

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

- Calling Cathy Kirk (01229) 876523
- Emailing: housing@barrowbc.gov.uk
- Private messaging our Facebook page (Barrow Borough Council Housing Department)

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

The winners can choose tickets for performances on 17–22 December and 27 December - subject to availability.

Don't miss the deadline ...

You need to enter quickly as the deadline is 5pm on Wednesday, 7 December.

Best of luck everyone!!!

Tickets are 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



DEPUTY DIRECTOR OF PEOPLE & PLACE

Janice Sharp (01229) 876523

HEAD OF PEOPLE & COMMUNITIES

Caroline Wagstaff (01229) 876310

SAFE & STRONG COMMUNITIES TEAM

Safe & Strong Communities Manager
Caroline Kendall (01229) 876462

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

LETTINGS TEAM

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Andrew High (01229) 876345

HOMELESSNESS TEAM

Homelessness Advice

Triage (office hours) (01229) 876599

Out-of-hours (01229) 833311

BUSINESS SUPPORT TEAM

Head of Business Support

Rebecca Halton (01229) 876549

Right to Buy

Michelle Bradley (01229) 876483

Household Insurance

Joanne Worrall (01229) 876488

Choice-Based Lettings

Rachel Hornby (01229) 876554

Donna Brown (01229) 876468

Direct Debits

Georgina Bridgens (01229) 876478

ASSET MANAGEMENT TEAM

Head of Asset Management

Les Davies (01229) 876540

Assistant Asset Manager

Nigel Clarke (01229) 876326

Senior Surveyor

Bryan Walker (01229) 876466

Contract Supervisors

Graham Harcourt (01229) 876465

Peter Rimmer (01229) 876530

Stephen Herrington (01229) 876492

Jordan Herrington (01229) 876531

Needs Assessment Officer

Lindsay Gedling (01229) 876577

RENT RECOVERY TEAM

Carol High (01229) 876397

Emma Johnston (01229) 876469

Katie Barker (01229) 876471

Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Officer

Jo Hughes (01229) 876543



Email us:

housing@barrowbc.gov.uk



Website:

www.barrowbc.gov.uk



Write to us:

Housing Service, Town Hall, Duke Street,
Barrow-in-Furness LA14 2LD

OFFICE HOURS

Monday to Friday *9am - 4pm

*10am opening on Wednesdays

Tel enquiries: Mon to Thurs 8.30am - 4.30pm

(4pm on Friday)

REPORTING EMERGENCY REPAIRS

During office hours

Out-of-office hours

Non-gas repairs

(01229) 876578

(01229) 833311

Gas only repairs

0800 031 6578
Freephone

(01229) 833311

TOWN HALL SWITCHBOARD

01229 876543



@ Barrow Housing



Barrow Borough Council Housing Department

CONTACTS FOR TENANT GROUPS

Listed below are Council-recognised street voices and tenant/resident associations within the Borough

STREET VOICE FOR RAGLAN COURT & CORPORATION TERRACE

Mandy Anderson - 0792 5410 817

STREET VOICE FOR GRANGE & CARTMEL CRESCENT

James Christie - 07748 427 104

STREET VOICE FOR LORD STREET AREA, DALTON

Irene Asbury (01229) 468138

STREET VOICE FOR ROOSEGATE

Nicola Bull - 07808 264 941

STREET VOICE FOR NEWTON ROAD AREA, DALTON

David Pearson - 01229 230019

STREET VOICE FOR BROUGHTON ROAD AREA, DALTON

Danny Green - 07999 462 934

Email: dannygreen.stv.googlemail.com

STREET VOICE FOR BRATHAY CRESCENT/LEVENS TERRACE/VULCAN ROAD

Linda Craig - 07516 309 159

STREET VOICE FOR DEVONSHIRE ROAD

Lisa Webb - (01229) 219787

STREET VOICE FOR EAMONT CLOSE

David Rollinson - d.rollinson43@gmail.com

DEVONSHIRE ROAD RESIDENTS' & TENANTS' ASSOCIATION & TENANTS' ASSOCIATION

Jennifer Lord - (01229) 835165 - Griffin Community Hall

NORTH WALNEY RESIDENTS' ASSOCIATION

Steve Thornton - 07856 753 482

