

HOUSING



Spring Newsletter 2018

ORMSGILL - THE BIG CLEAN

On Saturday 10th March, The Big Clean took place on Ormsgill and what a fantastic turn out!

As part of the Keep Britain Tidy 'Great British Spring Clean', the event was arranged by Cumbria County Council and Barrow Borough Council to inspire residents to get involved in a community litter pick and tidy up on Ormsgill.

Residents and Council employees rolled up their sleeves and armed themselves with equipment on hand to make the job easier, including litter pickers, gloves, waterproofs, wheelbarrows, black bags and skips, provided by the County Council and the Housing Service. The Council's Streetcare Team ensured vehicles were available to collect the bags and

larger items identified for removal after the event. The weight of everything collected was 400kg – nearly half a tonne!

It was a very successful and enjoyable day. The massive turnout confirmed many residents want to improve and enjoy the area where they live, keeping it clean and tidy and, as such, safe for children to play, many of whom attended and helped with their parents.

Thank you to all involved from start to finish.

Please see page 4 for **IMPORTANT GARDEN COMPETITION NEWS**



Bank Holiday Closing

The Town Hall will be closed:
Good Friday: 30 March
Easter Monday: 2 April
Bank Holiday: Monday, 7 May
Bank Holiday: Monday, 28 May

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Recommendations of the Housing Management Forum

Town Hall Talk

Over the last couple of months the Town Hall has been busy considering and agreeing its budgets for next year starting in April. You will have received by now details of your Council Tax and your new rent for next year.

It is generally not a good time for councils. The Borough Council is faced with further reductions in the next two years and there are ongoing discussions regarding the future of some services to achieve the savings of £2.7 million required. Plans, such as for the Park Leisure Centre, are continuing with the likelihood it will be managed outside the Council.

The Housing Service is funded separately to other parts of the Council and is solely reliant from the rents tenants pay. When I am asked about it in meetings, I generally say the best way to look at it is as you would your own household budgets. Our income is the rent you pay and that in turn dictates what we can spend. Every day myself and colleagues are faced with questions from tenants who may have perfectly reasonable requests but unfortunately which we cannot afford to deliver. Generally, we are only able to deliver our legal obligations as described in your Tenancy Agreement.

The great news for tenants is that for a further year rents are going down by 1%. The other side of that is the Housing Service has about £200,000 less to spend on the services it provides for tenants. Tenant representatives, councillors and officers have considered the best way to achieve the savings required but which have the least impact on the services we offer. Inevitably, however, we have seen a reduction in some areas such as the money for fencing being reduced and the same for garages.

Also in this budget we have reduced the number of officers with four posts being deleted within our Operations Team. Colleagues are working hard to try and limit the impact of less staff on your services but inevitably you may find it takes us longer to get back to you or deal with some issues.

The result of the above is that we do start the next financial year with a budget that is in balance and we will be starting almost immediately with your tenant representatives and councillors to look at how we continue to ensure we can balance our Housing Revenue Account in future years.

Assistant Director – Housing

Email: housing@barrowbc.gov.uk

Website: www.barrowbc.gov.uk

Below is a summary of recommendations made by members of the Housing Management Forum.

Meeting held on 2nd November 2017

Housing Revenue Account Finances

Members:

- agreed reductions proposed in the Assistant Director – Housing's report;
- noted expenditure identified which would be considered by the Executive Committee; and
- acknowledged the ongoing threats to the Housing Revenue Account and the continued approach of the Housing Service Review Working Group to develop a medium term Financial Plan

Rent Collection Arrangements

Members agreed:

- to the Council moving to a 52/53 week collection arrangement from the start of the next financial year subject to consultation with tenants; and
- the Council investigate further the options and benefits for introducing rent payment in advance at the start of a new tenancy.

United Utilities Contract for the Collection of Water Charges

Members agreed to extend the contract for Collection of Water Charges for a further year

Radon Gas

Members agreed:

- to acknowledge the progress made to date with regard to checking radon gas levels within the housing stock;
- that Officers proceed with the monitoring of medium to high risk properties in line with the process outlined in the report; and
- the additional cost required (£8347) to conclude the monitoring process.

Meeting held on 18 January 2018

Housing Revenue Account 2018/19

Executive Committee agreed:

- the HRA for 2018/19;
- a further dwelling decrease of 1%;
- garage increase of 2%;
- introduction of administration charges for leaseholders;
- introduction of charge for replying to re-sale enquiries; and
- agreed ongoing role of the HSRWG in considering action required to maintain a balanced HRA.

Housing Maintenance Investment Programme 2018/19

Members agreed:

- the annual investment profile;
- continued delivery through Procure Plus;
- to note newly arising investment works identified in the report; and
- noted progress on achieving and maintaining the Decent Homes Standard.

Fire Risk Assessments 2018/19

Members agreed:

- new heat detectors and interlinked smoke alarms be installed to all flats above shops or commercial outlets;
- a policy to introduce a quarterly inspection regime for communal areas and access walkways including recording and monitoring of refuse storage facilities and enforcement of fire safety prohibition notices;
- new emergency lighting be installed to all flats with walkway/balcony access arrangements;
- new interlinked smoke detectors be installed to all flats where the bedroom exits into the lounge or where the exit route from a flat was down a stairway which was separated from the hallway;
- each block of flats serviced by a communal or walkway/ balcony access arrangements be provided with an escape route and muster point notice;
- a policy to replace existing flat entrance door and fire escape route doors with new fire retardant doors that offer a minimum of 30 minutes fire protection when flats become void;
- that Officers review and discuss these fire safety concerns to the affected shops on a case by case basis; and

Members also agreed:

- a policy not to install firefighting equipment (extinguishers, blankets etc.) to blocks of flats with communal or walkway/balcony access arrangements and to advise Residents to sound the alarm, evacuate and ring the Fire Service;
- to endorse Officers' view that the existing interlinked smoke detection systems were an adequate means of raising the alarm should a fire be detected and that break glass points were not required.

For more details on these reports visit:
<https://www.barrowbc.gov.uk/about-the-council/barrow-council/council-minutes-agendas/housing-management-forum/>

UC Universal
Credit

... are you ready?

We continue to assist tenants currently on Universal Credit. At present there will be no new claims for Universal Credit until later in the year (date not yet agreed).

Universal Credit changes the way in which you receive and pay your rent. Housing Element is paid direct to yourself on a monthly basis with your Universal Credit payment meaning you must pay your rent direct to the Housing Department.

All tenants claiming benefits will eventually move over to Universal Credit before 2022, so you need to prepare for it now. We are here to provide help but can only do so if you contact us. Please contact Housing Service's Amanda Morris on (01229) 876581 | email: housing@barrowbc.gov.uk

Housing Benefit – keep Liberata updated

Members also agreed:

For tenants who are still on Housing Benefit, can we please share with you our recent experiences. It would appear we are finding increasing numbers of tenants contacting us with problems with Housing Benefit who have overpayments leaving them in arrears with their rent. It appears the problems have been caused by people not informing Liberata when they have changes in circumstances – especially non-dependants' income changes.

Could we give a gentle reminder to all tenants who are in receipt of Housing Benefit, it is your responsibility to inform Liberata if your circumstances change in any way, and the sooner you do so the quicker your claim can be updated to avoid money being claimed back off you in the future.

Contact Liberata on (01229) 404242 | email: benefits@barrowbc.gov.uk

TENANCY AGREEMENT – REVIEW

We recently carried out a review of our Tenancy Agreement with all tenants being sent a draft copy of the new Agreement.

The consultation period came to a close on 23 March and may we take this opportunity to thank those of you who completed and sent back the feedback forms and also for attending the drop-in session at The Forum in February.

NEXT STEPS

- The Housing Service and the Council's Scrutiny Group will consider the comments that have been made via the feedback forms during the consultation period.
- Once this has been done a report will be prepared for Housing Management Forum to confirm the current position and the way forward.
- The last step is to send all Secure tenants a 'Notice of Variation' which is a document which will confirm the result of the consultation, together with a final version of the new Tenancy Agreement and confirmation of the date we will transfer onto the new 'Tenancy Agreement'

Please note there will be no need to sign the new Tenancy Agreement

- Confirmation will also be sent out to all Introductory Tenants of the process.

If anyone has any concerns or queries please do not hesitate to contact us via housing@barrowbc.gov.uk



RECORD OF RENT PAYMENTS 2018/19



- Payments made after Thursday afternoon may not show on your account until the following week
- Payments made using Allpay cards or barcode letters can take two working days to reach your account

Wk	From	Payment	Wk	From	Payment	Wk	From	Payment	Wk	From	Payment
1 *	02/04/18		14	02/07/18		27	01/10/18		40	31/12/18	
2	09/04/18		15	09/07/18		28	08/10/18		41	07/01/19	
3	16/04/18		16	16/07/18		29	15/10/18		42	14/01/19	
4	23/04/18		17	23/07/18		30	22/10/18		43	21/01/19	
5	30/04/18		18	30/07/18		31	29/10/18		44	28/01/19	
6	07/05/18		19	06/08/18		32	05/11/18		45	04/02/19	
7	14/05/18		20	13/08/18		33	12/11/18		46	11/02/19	
8	21/05/18		21	20/08/18		34	19/11/18		47	18/02/19	
9	28/05/18		22 *	27/08/18		35	26/11/18		48	25/02/19	
10	04/06/18		23	03/09/18		36	03/12/18		49	04/03/19	
11	11/06/18		24	10/09/18		37	10/12/18		50	11/03/19	
12	18/06/18		25	17/09/18		38	17/12/18		51	18/03/19	
13	25/06/18		26	24/09/18		39 *	24/12/18		52 *	25/03/19	

*** NON-COLLECTABLE WEEKS – Please note unless your account is clear, payment is still due during the non-collectable weeks.**

IMPORTANT NEWS ABOUT THE GARDEN COMPETITION

It is with some sadness we have to report the Housing Management Forum have agreed that the annual garden completion should no longer be run. This decision will go to the Council's Executive Committee meeting in May when it is expected Members will endorse the recommendation, so we are giving you notice that we won't be running the competition this year.

Despite it being a popular date in our calendar, the Housing Service has to face the fact we have reducing resources. Whilst the cost of the competition is quite small, there is a significant amount of officers' time required to organise the event and with a reduction in the number of officers this year, it is not practical for us to make the time available.

Last year was the 30th year since the competition was re-introduced and it was such a great competition - despite the vagaries of the weather! We would like to thank everyone that has participated in this event – some people for many years and hope that you enjoyed it as much as we enjoyed running it.

48 Weeks - *You Decided*



We would like to update you on the consultation which was published in the last newsletter.

We asked whether you would prefer to pay rent over 52/53 weeks rather than 48. Over the year you would pay the same annual rent, but it would be spread over more weeks which would reduce the weekly amount.

We had a very poor response to the consultation - with only 35 tenants replying: 23 to stay as we are and 12 to move to 52 weeks.

We said we would go with the majority, so next year (2018/19) we will continue to collect rent over 48 weeks.

IT Teething Problems



Over the last few years we have been working towards introducing a new computer system - our previous one was something like 25 years old!

Following 'going live' with the new Cx system in November we have been encountering some teething problems - some worse than others. We hope most of our tenants will not have noticed any changes in our services but if you have encountered any problems we would like to apologise.

New Tenant Portal is Delayed

Most disappointingly, we had hoped to have our new Tenant Portal up and running. This is to replace our SeeMyData system which enabled tenants to see details of their repairs, their rent account or report repairs online.

Unfortunately, we have not been able to progress this part of the system yet but hope it will be resolved shortly.

We will let you know when it is up and working and we hope a lot more tenants will take advantage of the system to report things or look at their tenancy details at home 24-hours 7 days a week.

'ONE NUMBER' IS PUT ON HOLD

You will be aware we have been encouraging tenants to contact us on our 'One Number' which could be used to ring us about any matter. We have been using 'One Number' for some time but have had comments back from tenants about wishing to speak to specific officers which is obviously not easy using the One Number process.

In addition, One Number was also aimed at trying to improve services in that we wanted to log all enquiries and requests for assistance on Cx, our new IT system, to ensure that no requests were missed or lost in the process of being completed. Whilst we continue to roll out the new Cx system, as mentioned in the above article, there have been a number of problems with implementation, which we are sure can overcome but is taking longer than expected.

In recognition of this and the enquiries we have received informally from tenants since we introduced One Number, we will be reverting back to publicising officers' direct telephone numbers – see back page for details.

In view of the fact that we now have less staff than we have had in the past, and as we do need to manage enquiries efficiently, we may some time in the future - when we are more confident with the Cx system - revert back to One Number. We will keep you updated.



Tenant's and Residents' News



Ormsgill Youth & Community Association

What we've been up to...



We've had a busy couple of months with junior and senior members of OYC taking part in a number of activities...



Delivering hampers to elderly residents: Our junior members delivered small Christmas hampers to some of the elderly residents in the community to share some Christmas cheer. Our senior members helped to make up a large Christmas hamper to take to the homeless shelter.



CHRISTMAS PARTY

The juniors really enjoyed their Christmas party, making reindeer food and snowman soup.

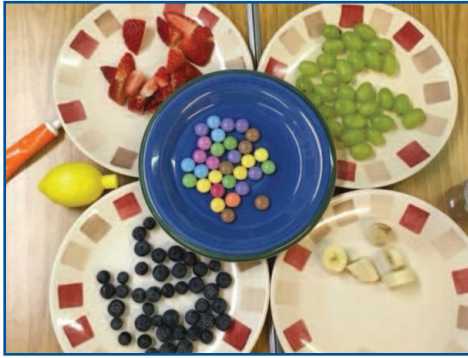
They especially enjoyed their visit from Father Christmas.

The seniors enjoyed a pizza takeaway and a few Christmas themed games before finishing for Christmas



PANTO FUN: Both the juniors and seniors enjoyed watching the Sleeping Beauty pantomime in Carlisle





FRUITY PANCAKES: Our members enjoyed using a variety of fruits and sweets for their pancakes on Pancake Day



OYC

HAPPY VALENTINES! Everyone enjoyed making cards for Valentine's Day during our February sessions.



TRIP TO JUMP PARK: As part of their independence the seniors planned a trip via bus and train to Morecambe to Jump Rush Trampoline Park.



Christmas Party



Raglan & Corporation Terrace Residents' & Tenants' Association

On 17th December, we held a Christmas party at St. George's Church Hall. The party was really well attended and everyone really enjoyed themselves.

Thanks to Terry Crawford (magician), Colin France (disco), Mike Burnes (bouncy castle); huge thanks also to Elaine Smith, Linda Robinson, Kelsey Craig, Wendy Webb, Ashley McKeever and Leslie Biggin for all

their help - we could not have done it with out you all. And, last but not least, a very big thank you to John Robinson for his 'special services'!

Can we take this opportunity to say that everyone is welcome to attend events organised by us – they are not just for residents of the area.

Chair Mandy Anderson





Griffin Community Centre Community News

Need A Place For Your Celebration?

The Griffin Community Centre is available for hire at very competitive rates - use of the kitchen and appliances is included in the hire price. If you would like to hire the Centre for your children's parties, meetings, family functions, etc., please ring Barbara Lavender on 829773.



Defibrillator



There is an Automated Defibrillator Unit situated outside the Griffin Community Centre. This is linked to the North West Ambulance Service and is for public use.

Cotswold Crescent Senior Citizens' Club



The Senior Citizens' Club meets every Tuesday afternoon at the Griffin Community Centre and currently has over 30 members. Members enjoy many events, including special lunches, shopping trips and, of course, the bingo sessions which are held at every meeting.

The Centre is open from 1pm and Club meetings are held between 1:30pm and 3:00 pm. We will be very pleased to see you and any new members will be given a very warm welcome.

Christmas Lunch

On 5th December members of the Club gathered together for their traditional Christmas Lunch.

To save members travelling to an outside venue, this year the Committee had arranged for an outside caterer to provide the meal at the community centre.



Members had a choice of starter, main course and dessert. The meal was served at noon and was thoroughly enjoyed by everyone. Tea and coffee followed the meal and also the traditional cracker-pulling and donning of paper hats.

A Big Christmas Raffle had been arranged and thanks

go to all members who gave donations. There was a lovely prize for everyone in the room.

The Bingo session was started with a free bingo game, for which there were cash prizes, followed by the normal games. The afternoon ended with a gift of chocolates and a 2018 diary for each member from the Committee. A lovely time was had by everyone who attended.

Valentine's Day

was celebrated on 20th February and club members were invited to a pie & peas lunch. This was served at 1pm prior to the usual club meeting.



Devonshire Residents' & Tenants' Association

Friday Night Bingo Club

Friday Night Bingo is not just about playing bingo it's about involving the community in social events as well. The Committee of the Association, who run the Bingo, try very hard to involve everyone by organising many "special" events.



Friday night bingo is open to everyone aged 18 years and we have players from all areas of the town coming to play including Askam and Ulverston! All ticket prices are paid back in winnings and we have an 8 game book which includes early and late flyers and a progressive jackpot game. The late flyer house prize is always £40 plus. Doors open at 6pm and play starts around 7:30pm. The evening ends about 9pm and will cost you a maximum of £6 for books, raffle tickets, interval refreshments and entrance fee.

New members are always welcome, and the more who play, the better the prize money good luck!!!

Christmas Bingo!

The Friday Night Bingo held its Christmas Buffet Evening on 17th December. Around 40 players were there to enjoy the evening. The bingo started at 7pm with a free game of bingo prior to the first half of the bingo session.



During the interval, the buffet was served, followed by tea/coffee and mince pies – very kindly donated by a player.

The Christmas Raffle followed and there was a prize for everyone in the room. The Committee thank everyone who donated to the raffle during the year. The second half of the bingo concluded around 9:15pm and all the players left with a gift of chocolate from the Committee.

Simone receives award for her support work

Simone is our Tenancy Officer who supports vulnerable people to assist them to sustain their Council tenancies.

The work that she does has been recognised by Cumbria Constabulary's Neighbourhood Policing Problem-Solving Team and she is pictured here receiving her award from PC Caroline Kendall.

We are so pleased that Simone has received this award as she works tirelessly to help tenants in need of support, many of whom without support would fail to sustain their tenancy.

Well done Simone – very well deserved!



Staff raise funds for Charities at Christmas

During November and December, Housing Service staff, together with colleagues in the Town Hall, took part in and generously donated to various good causes



Name The Teddy

In November, generous Town Hall employees raised £104 for Lancaster's Special Care Baby Unit – they had to guess the name of this handsome chap. Housing officer, Emma Johnston, correctly guessed his name was Freddy.

Raffle Raises Funds for Furness Homeless Support Group

An incredible £311 was raised by generous Town Hall employees and members of the public (visiting the Town Hall) purchasing raffle tickets to win a luxury food hamper donated by Furness Homeless Support Group. This included a donation from the Council's HR team who contributed to this charity in lieu of sending Xmas cards.

There are people in the town who rely on the Homeless Shelter every year, especially so over the Christmas period. The money raised helped FHSG provide hot meals as well as festive activities for the vulnerable and the lonely.

Gift & Toy Appeal

We were overwhelmed with donations from Council staff for the Housing Service's annual Christmas Gift & Toy Appeal. The response was amazing with staff donating new toys and beautiful gifts for all ages.

Our Tenancy Officer, Simone Singleton, who organises this appeal every year, co-ordinated distribution of the gifts to local groups - The Salvation Army, Barrow Women's Community Matters, Furness Homeless Support Group and Barrow Foodbank – who then passed on the gifts to the most vulnerable people or families living in the Borough.



Chief Elf, Kelly, is seen with a just a selection of gifts and toys that were donated.



National Elf Day

Housing Service staff unleashed their inner elf and, with the help of Chief Elf, Kelly Lamond, collected £85 from Town Hall staff for the Alzheimer's Society.

Christmas Jumper Day

15th December was Save the Children's Christmas Jumper Day appeal. Town Hall staff donned their Xmas jumpers and raised a brilliant £78 for the charity.



KEEPING YOU SAFE

FIRE SAFETY- some fire facts ...



Mobility Scooters

If you have a battery powered mobility scooter, or you are thinking of getting one, you should ensure that there is enough space in your home to accommodate it, and ask for permission before purchasing.

Scooters **must not be stored and kept in communal areas** - they constitute a fire risk and could affect people's ability to escape safely.

As well as posing a possible obstruction to escape, scooters also present a fire risk in themselves, often while charging. When burning mobility scooters produce large quantities of smoke and heat, increasing the spread of fire and impacting further on escape.



Candles

Two fires a day are caused by candles.

Make sure candles are secured in proper holders and away from materials that may catch fire – like curtains.

Put candles out when you leave the room and make sure they're put out completely at night. Also make sure that children and pets are not left alone with lit candles.

TOP TIP: Don't place lit tea lights on top of your TV or other electrical appliances, the metal base can heat up and melt through the casing dramatically increasing the chance of a fire starting.



Cigarettes Every six days someone dies in a fire that was started by a cigarette.

Make sure you stub cigarettes out properly and dispose of them carefully. We strongly advise that you never smoke in bed and use a proper ashtray.

Don't leave a cigarette, cigar or pipe lying around as they can easily fall over and start a fire.

Take extra care if you smoke when you're tired, taking prescription drugs, or if you've been drinking. You might fall asleep and set your bed or sofa on fire.



Cooking Around half of home fires in the UK are caused by cooking accidents. Take extra care if you

need to leave the kitchen while cooking – take pans off the heat or turn them down to avoid risk.

Avoid leaving children in the kitchen alone when cooking on the hob. Make sure saucepan handles don't stick out – so they don't get knocked off the stove. Keep tea towels and cloths away from the cooker and hob and check toasters are clean and placed away from curtains and kitchen rolls.

Do not put anything metal in the microwave.

Deep Fat Frying

Take care when cooking with hot oil – it sets alight easily. If the oil starts to smoke – it's too hot. Turn off the heat and leave it to cool. Use a thermostat controlled electric deep fat fryer because they can't overheat.

What to do if a pan catches fire – Don't take any risks. Turn off the heat if it's safe to do so. Never throw water over it. Don't tackle the fire yourself. Call 999.



Electrics About 6,000 home fires a year are caused a year by faulty electric goods/wiring/ overloaded sockets

Always check you use the right fuse to prevent overheating and make sure an electrical appliance has a British or European safety mark when you buy it. Certain appliances, such as washing machines, should have a single plug to themselves as they are high powered. Try and keep to one plug per socket.

Extension Leads

An extension lead or adaptor will have a limit to how many amps it can take, so be careful not to overload them to reduce the risk of fire.

Know the limit! Appliances use different amounts of power – a TV may use a 3amp plug and a vacuum cleaner a 5amp plug for example.



Electric Blankets

Store electric blankets flat, rolled up or loosely folded to prevent damaging the internal wiring. Unplug blankets before you get into bed, unless it has a thermostat control for safe all-night use.

Try not to buy second-hand blankets and check regularly for wear and tear and always follow the manufacturer's instructions.



REDUCING RADON GAS LEVELS IN HOMES

Radon is a naturally occurring radioactive gas. The radon level in the air that we breathe outside is very low but can be higher inside buildings and homes. At high concentrations radon may affect health but there are simple, practical measures that can be taken to prevent the build-up of radon gas in homes and so protect health.

Tenants living in Askam, Dalton & Askam

Council tenants living in Askam, Dalton and Lindal should now be aware that Public Health England (PHE) are looking to identify and reduce levels of radon gas in homes.

If you are a Council tenant and live in one of these areas but have not received information from PHE, please contact the Housing Department on (01229) 876578. PHE advise that there is presently

no requirement to test properties in Barrow as levels of Radon Gas are acceptable.

The testing kit we have provided comprises two small plastic radon monitors about 2" in diameter. These monitors need to stay in your home for three months. The test is very simple to do and full instructions are included with each testing kit. It is important that you place the monitors as soon as you receive the kit.

PHE will be writing to Council tenants again when it's time to return the two monitors.

Please ensure you keep the Freepost envelope provided in your kit somewhere safe for the three months while the test is taking place.



WINNER: Gracie Robertson (under 7 years)

Results of Children's Xmas Colouring Competition

We had lots of entries in the Christmas colouring competition and it was extremely difficult choosing winners in the two age categories.

Congratulations to Gracie Robertson who was the 7 years and under winner and Molly Harris the 8-11 year winner – well done girls.

The runners-up are pictured below.

Details of our Easter colouring competition are at the bottom of this page.



WINNER: Molly Harris (8-11 years)



Hallie Robertson



Eleanor Newby



Miley Robertson



Lacey Clark



Serge Perzly



Emily Brooke

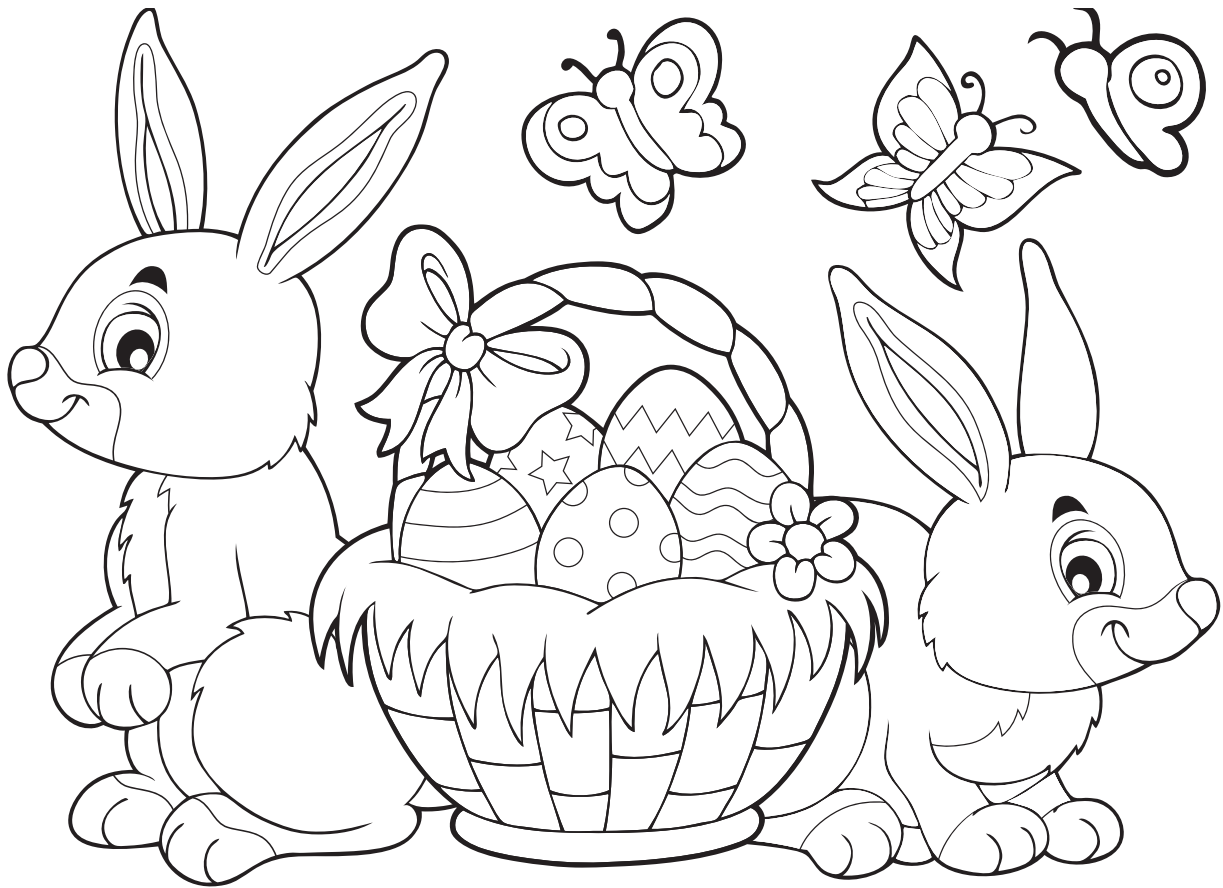
Easter Colouring Competition

Happy Easter everyone!!! Now school is finished for Easter it's the perfect time to enter our competition. All you have to do is colour in the picture on the opposite page and send it back to us no later than Monday, 9th April.

The competition is split into two age groups: 7 years and under & 8-11 year olds and is open to children and grandchildren of Council tenants/leaseholders.

There are £10 gift cards for the winners of each category. Good luck everyone!!





NAME (IN CAPITALS PLEASE)

ADDRESS

TELEPHONE NO AGE

'Cooke's Crew' film club thanks Cumbria housing partners for £10,000 grant

Thanks to funding from Cumbria Housing Partners and Barrow Borough Council, Signal Film and Media are delighted to announce the long-awaited return of Cooke's Crew - the film club for 12-16yr olds - next month. The last Cooke's Crew project ended in March 2017 and was originally scheduled for return last September, but had to be postponed due to funding limitations, now the cameras are ready to roll again!

Fantastic Opportunity for 12-16 year olds

The 20-week project is recruiting participants throughout March and April for a start in May and will target young Barrovians who don't usually take up out-of-school learning opportunities using the language of film. Cooke's Crew uses exciting varieties of creative digital media activities specially designed to offer an alternative pathway towards employment, further education and social development.

Independent think-tank DotEveryone identified people in Barrow as being "Highly likely to experience digital exclusion". Although young people inherently learn digital skills through using social media, computer games and access at school, in areas of social deprivation this does not translate to acquiring essential skills and knowledge about how to use technology productively – to improve life chances and to access job opportunities.

Kerry Kolbe, Co-Director Signal Film and Media says: "By encouraging the exploration of creative digital media through storytelling, young people will learn how technology, used positively, can be a platform for expression of opinion, sharing of experiences and communication to peers and the wider world."

At the end of the course participants will present a community screening of their work and will have worked towards an Arts Award qualification; a nationally accredited certificate that provides a recognisable marker of achievement.

About Cumbria Housing Partners

The Cumbria Housing Partners Fund, administered by Cumbria Community Foundation, provides grants of up to £10,000 to community and voluntary organisations running projects aimed at improving people's employability or education. Over the last 10 years Cumbria Housing Partners' has been successful in supporting apprenticeships and community projects in neighbourhoods across Cumbria.

100 young people will be given the opportunity to take part in the project

John Clasper, Cumbria Housing Partners Chair said, "We are delighted to fund this exciting project which will support over 100 young people in Barrow to access media and arts learning leading to qualifications. The skills they learn will boost their confidence and support them as they move towards independent life and employment. We very much look forward to seeing the finished project at the screening and meeting the participants."

Andy Beeforth, CEO of Cumbria Community Foundation, said: "The CHP Fund aims to bring real, positive change and bring local communities in Cumbria closer together. We are passionate about matching fundholders with the most deserving projects in Cumbria. This fund is particularly important because it will directly improve skills of some of the most disadvantaged people in our community."

For more information on this project:

Email: sophie@signalfilmmedia.co.uk or tel: 01229 838592

Address: Signal Film and Media, Cooke's Studio's, 104 Abbey Road, Barrow-in-Furness, Cumbria, LA14 5QR

ASSISTANT DIRECTOR - HOUSING

Colin Garnett (01229) 876523

OPERATIONS TEAM**Operations Manager**

Janice Sharp (01229) 876552

Assist. Operations Manager

Caroline Wagstaff (01229) 876310

RENT RECOVERY**Housing Officers:**

Andrew High (Snr) (01229) 876345

Carol High (01229) 876397

Emma Johnston (01229) 876469

ESTATE MANAGEMENT**Housing Officers:**

Debbie Cubiss (Snr) (01229) 876423

Jill Burrows (01229) 876479

Cheryl Waite (01229) 876520

LETTINGS**Housing Officers:**

Jackie Rimmer (Snr) (01229) 876550

Alison Horricks (01229) 876403

Kelly Lamond (01229) 876352

OTHER SERVICES**Homelessness Advice**

Amanda Brierley (01229) 876332

Rebecca Halton (01229) 876507

Debbie Reid (01229) 876374

Temporary Accommodation

Jacky McCaulay (01229) 876546

Tenancy Support

Simone Singleton (01229) 876580

Housing Needs Assistant

(adaptations to properties)

Lindsay Gedling (01229) 876577

Housing Benefit Liaison Officer

Amanda Morris (01229) 876581

Money Management Advisor

Jo Hughes (01229) 876543

MAINTENANCE TEAM**Maintenance & Asset Manager**

Les Davies (01229) 876540

Senior Surveyor

Keith Mills (01229) 876466

Senior Projects Officer

Nigel Clarke (01229) 876326

Contract Supervisors

Graham Harcourt (01229) 876465

Matt Preston (01229) 876492

Gas Technician

Mike Robson (01229) 876522

ADMINISTRATION TEAM**Right to Buy**

Sarah Hart (01229) 876468

Household Insurance

Joanne Worrall (01229) 876581

Recharge Officer

Alison Bathgate (01229) 876333

**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. Tel enquiries: Mon to Thurs 8.30am - 5pm (4.30pm on Friday)**REPORTING REPAIRS**

	Office hours	Out-of-hours emergency
NON-GAS	(01229) 876 578	(01229) 833311
<u>GAS-ONLY</u> <u>REPAIRS</u>	0800 031 6578 (Freephone)	0800 031 6578 (Freephone)

Feedback: Your questions or comments regarding this newsletter are very welcome. Please send your feedback to:

Housing Department, FREEPOST RTLL-XUYS-JHZT, BARROW-IN-FURNESS, Cumbria.

Email: housing@barrowbc.gov.uk Tel: (01229) 876543

TENANT/RESIDENT ASSOCIATION CONTACTS*Listed below are Council-recognised tenant/resident associations and street voices within the Borough.***North Walney Residents' Association**

Steve Thornton - 07856 753 482

Raglan Court & Corporation Terrace**Tenants' & Residents' Association**

Mandy Anderson - 07712 587 677

Devonshire Road Residents' & Tenants' Association

Jennifer Lord - (01229) 835165 -

Griffin Community Hall

Ormsgill Youth & Community Association -

(01229) 343405

Hindpool Community Association

Paul Bibby - 07874 649 200

Street Voice for Barrow Island

Allan McIntosh - (01229) 828669

Street Voice for Devonshire Road

Lisa Webb - (01229) 219787

Street Voice for Broadway

Eddie Lynch - (01229) 812122

Street Voice for Eamont Close

David Rollinson - d.rollinson43@gmail.com

Street Voice for Grange &**Cartmel Crescent**

Mervyn Gray - 07510 159 721

Tenants with Disabilities Forum

If any tenants with a disability would like to get involved with the forum please contact us on (01229) 876462