

HOUSING MATTERS

Newsletter for Westmorland and Furness Council Tenants

WHAT A LADY

We recently had the pleasure of visiting Vera Kerr to present her with some flowers on the occasion of her 96th birthday and in recognition of being our oldest tenant.

Vera has lived on the Roosegate estate all her life – in fact she was born in number 5 Crooked Lane, properties which used to be at the back of Westway. When Crooked Lane was being demolished, her family of seven moved to Longway, and when Vera was seven-years-old they moved into a newly built house on Broadway.

During our visit, Vera showed us a photo of the 'Roosegate Follies' a dance troupe she was a member of 90 years ago! Vera is the young six-year-old on the far left of the photo which was taken while they waited to board the float for the annual town parade.

Vera's such a special lady – a real legend on the estate and we wish 'The Queen of the Ways' many more years of health and happiness.



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HAVE I GOT HOUSING NEWS FOR YOU



Exciting times - our first Housing Matters newsletter as Westmorland and Furness Council! I am really proud to have been appointed as Westmorland and Furness Council's Assistant Director of Housing and am passionate to lead our Housing Services.

Local Government reorganisation gives us a real opportunity to take the best we already have and align services to build a new Council to improve services across Westmorland and Furness. I have been involved in Housing for over 37 years and I'm driven by this opportunity to deliver our priorities within our ambitious Council Plan for Housing with compassion and to ensure our residents continue to be at the heart of our services.

I love the feature on our front page - how amazing is Vera! It was fantastic as a Housing Service to present Vera with flowers on her 96th Birthday. Vera is our oldest tenant and to have lived on our Roosegate Estate all of her life is incredible! And it's so interesting to read that she was a member of the 'Roosegate Follies'. I know how well thought of she is on the estate - a true resident of community spirit which is what our Thriving Communities is all about today.

We also have an article on this page about another amazing lady who we very sadly lost in February - our own much-loved colleague and friend, Josie Garnet. Josie worked with many of you with passion and enthusiasm. She really was one of a kind and if you were lucky to work with Josie or she was involved with your tenants' and residents' group, I'm sure you'll agree she'll never be forgotten and she is missed dearly by us all.

As we are all aware, the cost of living crisis continues and it's hard for many of our residents. We have a feature on page 11 which gives details of local groups and organisations offering support and food-related assistance.

Every five years we carry out a survey of our Council stock. Rand Associates have been appointed as the surveyors to carry out the survey during the course of this year. Your co-operation in allowing access to your property to carry out these vital surveys is much appreciated. The surveys will inform us how we need to invest in our properties over the next five years.

On page 4 we have included our Annual Report which gives you an overview of how we have performed during the last financial year 2022/23.

Finally, as I look forward to delivering priorities for Housing, please remember, our staff are here to help - no-one needs to struggle alone, and the sooner you engage with us the sooner we can try and any resolve problems (our contact details can be found on the back page).

Have a lovely summer.

Caroline Wagstaff
Assistant Director of Housing



Josie Garnett

Very sadly in February, we lost a much loved colleague and friend, Josie Garnett.

Many of you may remember Josie when she worked closely with tenants' and residents' groups in her role as Community Involvement Manager. She was also editor of this newsletter for many years.

She started work in the Housing Department in 1989 as a hostel supervisor, until becoming a housing officer working in the Dalton office and then managing the Ormsgill estate office.

Josie was an amazing woman - a true people person - she genuinely cared about people and was passionate about helping others. When the time came for her to (reluctantly) retire in 2010, we published messages from well-wishers which filled two pages of this newsletter, such was her enormous popularity.

Josie truly was one of a kind - warm, caring and fun-loving - with a smile that would light up a room.

She is missed by us all.

2023 STOCK CONDITION SURVEY

Every five years the Council appoints independent building surveyors to carry out a detailed survey of all our council stock - houses, garages, communal areas and shops.

Rand Associates have been appointed as the surveyors to carry out the survey during the course of this year.

The results of the survey will generate comprehensive information about the condition of our stock and will help us plan and prioritise future maintenance and improvement works and to make informed investment decisions over future years.

Surveyors from Rand Associates will be starting surveys in the next week or so, and they will write to everyone in advance to let them know when the survey will be carried out. If needed they will offer out-of-hour appointment slots. They will provide contact details including a dedicated freephone

number should you have any queries or if you require any special provisions to be made about your personal circumstances.



On arrival at your home, surveyors will show their photo ID and each survey should take about 30 minutes to complete - it will include an inspection of key components, such as kitchens, bathrooms, heating systems, roofs, pointing, chimneys, rendering and electrical installations.

Your co-operation in allowing the surveyors access to your property to carry out these vital surveys would be much appreciated.

NEW WESTMORLAND & FURNESS COUNCIL



Ringin' the changes!

At 1pm on Saturday, 1 April town criers across Barrow, Kendal and Penrith proclaimed Westmorland and Furness Council as the new unitary council, formally marking the end of Barrow Borough, Eden District, South Lakeland and Cumbria County councils.

Dalton and Barrow Town Crier, Alan Brown, proclaimed the new Council at Barrow Town Hall. The proclamation was signed by Nicola Alloway from Cumbria Deaf Association.

What this means for you and us

The new Council delivers all the services previously provided by the former district councils and aside from a new logo and branding, we hope you haven't noticed any difference in the services you receive.

Here in the Housing Service, staff have always prided themselves on putting customers at the heart of everything we do and this continues to be our number one priority.

The Council has a new leadership team with Sam Plum in the top job as chief executive and seven new directors one of whom is Steph Cordon - the Director of Thriving Communities. Under Steph, sit four assistant directors including our very own Caroline Wagstaff who is the new Assistant Director of Housing across the Barrow, Eden and South Lakeland areas. Barrow housing staff were thrilled when news of Caroline's appointment came through.

She has worked for the Council for over 37 years and has had various roles since starting as a receptionist. Read more about Caroline and her new role in her Face-to-Face article on page 13.

New branding

Our new logo, in its distinctive teal colour, features elements from the traditional Westmorland and Furness flags with the design 'encapsulating the hills and rivers of the Lake District and Pennine hills' and 'speech bubbles' to signify the voice of local communities.



Westmorland & Furness Council

RECORD OF RENT PAYMENTS 2023/24



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

*** NON-COLLECTABLE WEEKS – Payment is still due unless your account is clear.**

ANNUAL REPORT 2022/23 IN NUMBERS

Here's our annual report which gives information on how we performed during the financial year 1 April 2022 to 31 March 2023. We hope this is useful in terms of understanding key costs and our performance.

If you've any queries or comments, please call us on (01229) 876523 or email: housing@westmorlandandfurness.gov.uk

Responsive Repairs



- ▲ **1584** emergencies
- ▲ **1853** urgent
- ▲ **2419** routine

£160
Average cost of responsive repair



Planned Maintenance Works

£2,350,568 spent on major improvements



£452,518 central heating



£228,905 rewires



£745,724 roofs



£624,075 windows



£299,346 repointing



100%
properties meet Decent Homes Standard

Rents

£86.22 average weekly rent

£356,955 current tenant arrears

5 tenants evicted for rent arrears



Tenancy & Estates

2650 people on Cumbria Choice register

154 homes were re-let

80.4% properties accepted on first offer

25 houses sold under Right to Buy Scheme

2,499 dwellings managed by Housing Service



Your Home

Gas Safety Checks

100% properties have valid gas certificates

44 warrants obtained to gain access to properties to carry out gas servicing where tenants refused access

£968 spent on warrants



Aids & Adaptations

£134,527 spent on adaptations

85 properties received adaptations

Neighbourhood

1 report of race-related hate Crime

Complaints	Stage 1	Stage 2
Upheld	2	0
Not upheld	3	0
Partly upheld	1	0
Rejected/withdrawn	0	0
Total	5	0

UPDATE FROM OUR SAFE & STRONG COMMUNITIES TEAM



Estate walkabout

Our team together with local councillors, including a new parish councillor, recently undertook an estate walkabout.

The walkabouts are scheduled at least once during the year and take place on all estates and are extremely worthwhile.

They provide the opportunity for observations and ideas to be shared and for residents to make us aware of any issues they may have and indeed share all the good news happening on our estates.



OUT AND ABOUT ON ESTATES: From the left staff from our Safe & Strong Communities Team: Lisa Lindley, Dan Crowe, Peter Buckley, Cheryl Waite and Gordon Robson together with Councillors Bill McEwan and Chris Altree



Simone & Lisa offer support with your tenancy

Our Neighbourhood Support Officers, Simone Singleton (on the left) 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.

Here are a couple of comments from tenants grateful for the support they have recently received from Simone and Lisa:

"I was referred to the service by my benefits officer and wow! I didn't know there was so much support available. I was overwhelmed and ever so grateful".

"Thank you so much Lisa. You're such a massive help and I appreciate your time and effort".

Here are their contact details:

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

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

"I was referred to the service by my benefits officer and wow! I didn't know there was so much support available. I was overwhelmed and ever so grateful"

Pooch Fest

In June, our Neighbourhood Officer, Peter Buckley, had a stall at Barrow Pooch Fest, an event organised by Barrow BID, which took place on the outside market.

As well as providing free dog poo bags, Peter also gave information on the harm caused by failing to pick up after dogs - not only the visual impact, but the physical harm it can potentially cause.

He also gave some information about the fines that are in the process of being introduced under the Council's Public Space Protection Orders.



CONDENSATION CONVERSATION

We receive lots of enquiries from tenants worried there is damp in their property. In the vast majority of cases, the black mould/damp patches are caused by condensation and, although unsightly, are completely normal.

Condensation occurs when warm moist air and steam comes into contact with a cold surface and if left to build up on a surface it causes mould to grow.

How to reduce condensation in your home

Here are some small changes that can make a big difference to the levels of condensation in your home:

- Regularly wipe down surfaces where moisture settles such as windows and sill.
- Move furniture away from walls so there is a gap to allow air flow.
- Increase ventilation by opening windows wide on opposite sides of your home for 15 minutes every morning to allow moisture laden air to be taken away.
- Put lids on pots and pans in the kitchen when cooking.
- Use the cooker hood or extraction fan if you have one.

- Open a window in or near the kitchen and close doors when cooking or sterilising baby bottles.
- Don't use a gas cooker to heat your kitchen as burning gas creates moisture.
- Avoid drying clothes inside. If you have to, make sure a window is open in the room where the clothes are drying. Don't put clothes on a radiator or in front of a fire.
- If you use a tumble dryer, make sure it has a vent to the outside or is a condensing dryer.
- Close the bathroom door when having a bath or shower, and open the window when possible for at least 30 minutes afterwards.
- If you have an extractor fan make sure it is on and don't switch it off as it has a built-in overrun.
- When filling a bath, run the cold water first, then top up with hot water. This simple rule reduces steam by up to 90% - preventing condensation.
- Dry bathroom surfaces after a bath or shower.
- Don't fill cupboards to bursting point – allow space for air to flow.
- Clean areas affected by mould. An effective method is to clean off the mould with a spray containing bleach.
- Inexpensive dehumidifiers (moisture absorbers) placed around your home will draw moisture and damp from the atmosphere – place them on window sills or in wardrobes or cupboards.



Worried about damp and mould?

We take reports of mould and damp very seriously, so if despite taking steps to prevent mould, the problem isn't going away, please get in touch so we can arrange for a surveyor to visit and investigate.

Please also report any repair issues that could cause damp in your home, for example, leaking gutters or pipes.

Call us on (01229) 876578 or email: housing@westmorlandandfurness.gov.uk

INTRODUCTION OF NEW DAMP & MOULD STANDARD

New procedures to ensure any damp or mould issues in council-managed housing are dealt with quickly and effectively have been agreed by the Council's Cabinet members.

A four-stage Damp and Mould Standard is being introduced as part of a package of measures to ensure the Council's housing stock and associated assets meet quality standards.

Legislation associated with Government's Social Housing White Paper, which aims to strengthen the accountability of landlords for the provision of safe homes, quality services and treating residents with respect, is due to be passed in the next few months.

In preparation council officers are reviewing current policies, procedures and tenant engagement to ensure they align with the new legislation.

This includes a detailed condition survey of the Council's housing stock (more on this on page 2) – which already meets the Decent Homes Standard and all homes are at Energy Performance Certificate (EPC) rating of C -

and reviewing how surveys of tenants' and residents' opinions and views are conducted.

The Damp and Mould Standard sets out a clear process for notification of any issues, followed by the procedure for intervention, advice and remedies, which could include support for tenants to access heating grants, ventilation improvements or assistance with decoration.

Assistant Director of Housing, Caroline Wagstaff, says: "Officers will continue to work to ensure services meet the requirements of the emerging guidance and will continue to review updates from the regulator.

"Westmorland and Furness Council has a key ethos to be a caring council, putting health and wellbeing at the forefront of our activities.

"We want to make sure that our housing stock continues to meet the quality standards, including our procedures around dealing with any issues with damp or mould, and that our tenants feel valued, listened to and engaged."

"Westmorland and Furness Council has a key ethos to be a caring council, putting health and wellbeing at the forefront of our activities..."

USEFUL VIDEOS

For more information about condensation, damp and mould please check out the videos on our website by visiting

www.barrowbc.gov.uk/residents/council-housing/your-home/repairs/

IMPROVEMENT WORKS

Planned improvement works are progressing well across the borough. Here are some examples of works recently completed under our painting, roofing and shop upgrade programmes.



A dab hand! Neil Warden from George Jones & Son working on one of the Meadow Grove properties and (above) the finished block



MILL LANE: New canopy upgrade with new cladding, lighting and décor above



LESH LANE: New canopies, cladding and lighting; new tarmacked front area and bollards fitted to prevent traffic mounting the kerb. New décor above



PARK ROAD: New Roofing



MIDDLEFIELD: New shutters fitted to each shop front

PROJECT TO REDUCE PEOPLE LIVING IN POVERTY IN BARROW IS LAUNCHED

The formal launch of the Barrow Borough Poverty Truth Commission took place recently involving people living in poverty in Barrow and major business, education and local government stakeholders.

The aims of the project are to enable the stories of people with lived experience of poverty to be heard in a way that can change the understanding and challenge the stigma of poverty, transform the way services are delivered in our area and create meaningful change in our communities.

In attendance were people such as Sam Plum (chief executive of Westmorland and Furness Council), Jane Scattergood (director of health and care integration at Lancashire and South Cumbria Integrated Care Board), Helen Robinson (deputy head of Furness Academy) and leaders from BAE.

Coordinator of the project Kate Love said: "Over the past year I have been meeting with a group of nine people living in quite significant poverty in Barrow. We all get on with one another and we share our stories. They share their stories of poverty and how it has affected their lives."

Many of the people who spoke volunteer to support others through charitable work.

Kate said: "It blew me away how much they are willing to give their time and help others when they are going through such hardship."

"One couple talked about living on £40 a week for five months while waiting for their Personal Independence Payment to be agreed."

Kate added: "The community commissioners are speaking to people with power and money and influence to make change and they will all meet regularly for a year and work together to come up with ways to address poverty and its effects."



It blew me away how much they are willing to give their time and help others when they are going through such hardship...



WESTMORLAND & FURNESS HOUSEHOLD SUPPORT FUND

Westmorland and Furness Council has set aside £1m (of a £3.5m government fund) to help people struggling to afford energy, food, water bills and other essentials.

The application-based fund will be available until 31 March 2024 and comprises an online application or a telephone-based service which will provide vouchers that can be redeemed at post offices to pay for household essentials including utilities, food, and other essentials.

The Fund will support low-income households with essential costs related to energy, food, water, and essential wider costs.

How to apply

For more information on the support and advice available to help with the cost of living, and to apply online, please visit: <https://legacy.westmorlandandfurness.gov.uk/costofliving/financialsupport.asp>

Alternatively, you may contact Housing's Neighbourhood Support Officers for assistance:

- Simone Singleton (01229) 876580
- Lisa Lindley (01229) 876493
- Email: housing@westmorlandandfurness.gov.uk



CELEBRATING GREAT NEIGHBOURS

Our Good Neighbour 'Thank You' scheme gives us the opportunity to recognise and thank those people who go the extra mile to help their neighbours and community.

So, 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.

Unsung Hero!

Our Neighbourhood Support Officer, Lisa Lindley, presents Alan Kendall with shopping vouchers as thanks for being such a good neighbour.

Lisa, who nominated Alan says: "Alan is incredible, he loves helping neighbouring tenants with their gardens, tidying and keeping on top of them – he very much deserves this recognition!"



GOOD TENANTS

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

Not pictured: Andrea Iddon and Tony Bowes (Good Neighbours)

Catherine Taylor, Sharon Powis (Good Tenants)

Peter Atkinson (Leave it Clean Scheme)



Fiona Creary



Chelsea Brook



Karen Schofield

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

FREE DEBT ADVICE

If you're struggling with debt, it can be hard to know where to turn. But there are lots of free advice services which can help you along with our very own staff in the Housing Service.

Free Debt Advice Services

Age UK Barrow & District
www.ageuk.org.uk
 Tel: 01229 831425

If you're struggling with debt, you're not alone and it's never too early or too late to seek help. Take the first steps to regain control and find your way back to a debt-free life.

Citizens Advice Bureau
www.citizensadvice.org.uk
 Freephone: 0808 2787 817

Can help with managing personal debt, from small one-off debts to large complex debts. Can also help find the best deals for fuel, water, phones and insurance.

Debt Advice Foundation
www.debtadvicefoundation.org
 Tel: 0800 043 40 50

A national debt advice and education charity offering free, confidential support and advice to anyone worried about debt.

StepChange Debt Charity
www.stepchange.org
 Tel: 0800 138 1111

Their online advice tool has helped over 1.7m people. Create a budget and get a personal action plan with practical next steps. Get free help from the UK's leading debt charity.

National Debtline
www.tools.nationaldebtline.org/dat-reg Tel: 0800 043 40 50

National Debtline offers free debt advice online through its digital advice tool and its web guides, fact sheets and sample letters.

CAP Christians Against Poverty
www.capuk.org
 Tel: 0800 328 0006

Their friendly team will give you a listening ear and provide a real solution to your debts. They've helped thousands of people get out of debt.



Struggling to pay your water charges?

Support may be available to reduce your weekly water charges.

Contact our Money Management Advisor, Jo Hughes, on (01229) 876534 or email: jo.hughes@westmorlandandfurness.gov.uk

Are you claiming housing benefit?

Do you need help with your housing benefit claim form or assistance with any letters you have received from the housing benefit team?

**If so, please get in touch with our Benefits Liaison Officer, Amanda Morris: (01229) 876581
 Email: amanda.morris@westmorlandandfurness.gov.uk**

Problems paying your rent?

Please get in touch with our Income and Debt Recovery Team -they are here to help you:

**Carol High (01229) 876397
 email: carol.high@westmorlandandfurness.gov.uk**
**Emma Johnston (01229) 876469
 Email: emma.johnston@westmorlandandfurness.gov.uk**
**Katie Barker (01229) 876471
 Email: katie.barker@westmorlandandfurness.gov.uk**

Universal Credit

If you need any advice about claiming Universal Credit or help with your existing claim for Universal Credit, please contact:

**Amanda Morris on (01229) 876581
 email: amanda.morris@westmorlandandfurness.gov.uk**
**Jo Hughes on (01229) 876534
 email: jo.hughes@westmorlandandfurness.gov.uk**



Warburton's **Morrisons**

ASK FOR ELLEN
 at a Morrisons café to receive two
FREE WARBURTONS CRUMPETS
 with butter & jam



AVAILABLE FROM
17TH July – 13TH August

♥ Ask for Ellen at Morrisons cafés and receive two FREE Warburton's Crumpets with butter and jam, available to everyone, no questions asked, all day, every day until 13th August. The initiative is named after founder Ellen Warburton, who established the brand in 1876 ♥



PLAYCATIONS - FREE, family-friendly mini-festivals this August. All welcome!

PLAYCATIONS
 11am-3.30pm on all days

- Friday 4th**
The Dock Museum
- Saturday 5th**
Barrow Island Community Centre
- Tuesday 8th**
Barrow Park
- Wednesday 9th**
Ormsgill Community Centre & Playing Field
- Friday 11th**
Vickerstown Park, Walney
- Saturday 12th**
Town Centre / Portland Walk

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



The Salvation Army

Abbey Road, Barrow

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

Phone: 01229 433 550



Roosegate Community Hub

Roosegate Community Centre, Barrow

communitykitchen1@outlook.com

FREE FOODSHARE Help stop food waste. Remember to take a bag!

OPEN: Wednesday, Saturday & Sunday 1pm-2pm



Furness Homeless Support Group

27 Bath Street, Barrow

Free hot food and drink available

OPEN: Tuesday 11am-1.30pm

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 9:30am-11am

Tel: (01229) 823020



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

ORMSGILL STRONGER TOGETHER



Community Fridge

Ormsgill Community Centre, Millstone Avenue, Barrow

FREE FOODSHARE Help stop food waste

OPEN: Monday, Wednesday & Friday 9am-10am

Tel: 01229 408 190



Community Coffee Morning

Ormsgill Community Centre, Millstone Ave, Barrow

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

OPEN: Monday 9am-11am

Tel: 01229 408 190



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



St. Mark's Clothes Bank Community

Bucleuch 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

FACE-TO-FACE WITH ... CAROLINE WAGSTAFF

Hi, I'm Caroline and I've been involved in Housing for over 37 years.

My new role as Assistant Director of Housing across Westmorland and Furness is an exciting opportunity to work across directorates and with partners to look how we can enhance our service for our residents to deliver against the priorities in our new Council Plan.

I honestly believe our new Council has given us huge opportunities. I love working with people ensuring that our services are tailored to make a difference.



CAROLINE, TELL US ...

What are your three best character traits?

Loyalty, positivity and resilience

What are your three worst character traits?

- Not being able to say 'No'.
- My belief that anything is possible even if it's not achievable!
- Being overcritical about myself.

What's your earliest memory?

Bonfire night when I was three. I have a picture taken with my parents. I can remember eating jacket potatoes baked in the bonfire!

What are you most afraid of?

Illness of my family and friends.

What are you most proud of?

That's an easy question - my children.

What's your favourite film?

Notting Hill or Pretty Woman, but then I did love the series 'Game of Thrones' so very wide ranging!

What's your favourite TV programme?

Crime dramas – maybe I should have been a detective, I like to solve cases!

What's your favourite book?

Autobiographies.

What's your most treasured possession?

Good health.

What or who makes you laugh the most?

My husband.

What do you do in your free time?

Catch up and socialise with family and friends.

What's your favourite meal?

I do like a good chilli.

What's your favourite drink?

Red wine.

What was the first record you ever bought?

This Charming Man by The Smiths.

What's your favourite singer/band?

I don't have a favourite – I like a wide range of music.

What superpower do you wish you had?

To be able to heal people.

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

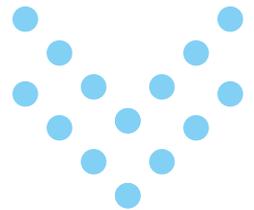
Close family and friends who are no longer with us and of course Chanel our family cat who sadly went missing over a year ago and despite our best efforts has never been found.

What's been your most favourite Christmas gift ever?

I've got to say my daughter as she was born on Christmas Eve.

FAREWELL TO... JAN SHARP

In this edition of Housing Matters we say farewell to two long serving colleagues. We wish them both a very long and happy retirement and thank them for the many, many years of dedication and service to Housing.



Still smiling – from then til now!



Jan started her career with the Housing Service in 1973 starting work as an office junior progressing to our Deputy Director of People and Place before her retirement in March this year.

We will all miss Jan with her lovely smile and caring manner when dealing with colleagues and customers.

Jan always started every day with enthusiasm and commitment to deliver excellent services and is well respected by all her colleagues throughout the Council.

Still keen to help out you may still see Jan in the Town Hall now and again, but she also felt it was time to step back and spend some precious time with her two gorgeous grandsons and her partner, Keith.

We send our thanks to Jan and wish her a long and happy retirement - 49 years is an amazing career and she absolutely deserves to step back knowing how she has helped shape fantastic services to take forward into our new Council.

FAREWELL TO... LES DAVIS

Our Head of Asset Management - Les Davies also retired from the Council in May, after 43 years of dedicated service. Les began his career as an apprentice bricklayer - more about that below! - progressing over the years to a Property Surveyor, to finally holding the post of Head of Asset Management looking after the Council's housing stock and assets.

Les has developed fantastic procedures to enhance our services and ensured the investment into our stock has seen our properties meet the Decent Homes standard.

He is also keen to assist us with projects giving his expertise and knowledge of the housing stock to develop future investments programmes, so you may see Les from time to time out on our estates and in the Town Hall.

We want to thank Les for his invaluable contribution and dedication to the Council and also wish him a very long and happy retirement - he enjoys holidaying and looking after his lovely grandchildren and spending time with his wife Lesley and their family.



Silver trowel for Les, the top brickie!! Twenty-year-old Les seen here at the very start of his career with the Council - Barrow Corporation as it was known then - with a silver trowel awarded to him for gaining top marks in his City and Guilds Advanced Craft Exam

STUDENTS GAIN AN INSIGHT INTO WORKING FOR THE COUNCIL

Pupils from Walney School, Emily, Michael and Luke, chose the Council to undertake their work experience week. They were very enthusiastic, and it was refreshing to have some new team members on board!

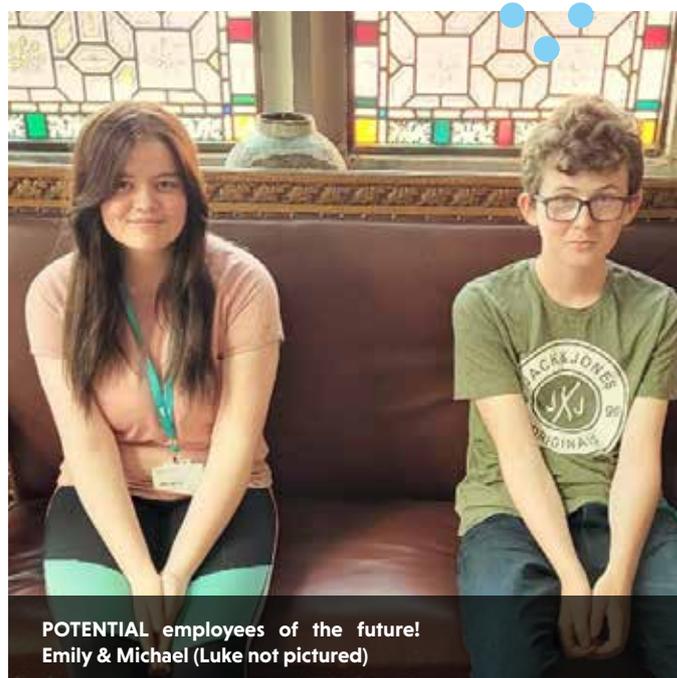
Whilst they were with us, they spent time with many colleagues and teams including:

- Safe & Strong Communities
- Customer Services
- Business Support
- Lettings
- Operational Services
- Police
- Public Protection
- Highways
- The Forum

The three were impressed with their tours of the Town Hall, including a trip up the clock tower and to the Police Station, from where they were released in time for tea. They spent time in beautiful Barrow park and communal areas with staff. They also took a trip to Roa Island to undertake scheduled water testing.

Emily, Michael and Luke told us they'd enjoyed their time here and had learned a lot. We also learned from them. The week went very quickly and we were sorry to see them leave.

They were an absolute pleasure to host, and we would be delighted should they decide Westmorland and Furness Council could be their chosen career path.

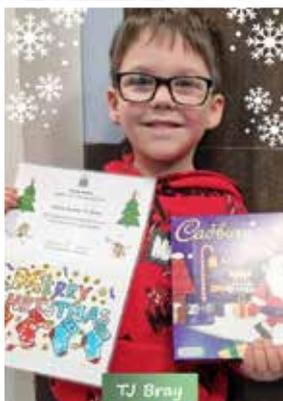


POTENTIAL employees of the future!
Emily & Michael (Luke not pictured)

RESULTS OF CHRISTMAS COLOURING COMPETITION

Thanks to all of you who entered our Christmas colouring competition. We love looking at your entries and were thrilled when so many of you entered this time. Our lovely colleague, Jo Worrall, had the very difficult task of picking the winners but she eventually chose Jessie Mould and Florrie Blythe as the overall winners in their age groups.

Congratulations to Jessie and Florrie and well done to all the runners-up pictured below.



SUMMER COMPETITION

Oh my goodness – how cute is this picture on the opposite page!!! It's super easy to enter the competition, so if you've never entered before, give it a go this time! 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. The deadline for entries is 11 August.

Please send your entries to: Cathy Kirk, Housing Service, Town Hall, Duke Street, Barrow LA14 2LD. Good luck everyone and have a lovely summer x

IF SOMETHING DOESN'T FEEL RIGHT, ASK FOR ANGELA

Some bars and pubs in our borough are signed up to the Ask for Angela safety initiative.

If you're out in a bar or club with someone and it all feels a bit weird and unsafe, or you feel vulnerable - ask venue staff for 'Angela'.

This code phrase will let a trained staff member know you need help with safety - and they will be able to discreetly help you - whether that's reuniting you with a friend, calling a taxi or directing you out of the venue via an alternative exit.

Ask for Angela can be used by anyone.

Look out for Ask for Angela posters when you're out.

For more information visit <https://askforangela.co.uk/>



Ask for Angela

“ HI I'M ANGELA,

ARE YOU ON A DATE THAT ISN'T WORKING OUT?

DO YOU FEEL LIKE YOU'RE NOT IN A SAFE SITUATION?

IS YOUR DATE NOT WHO THEY SAID THEY WERE ON THEIR PROFILE?

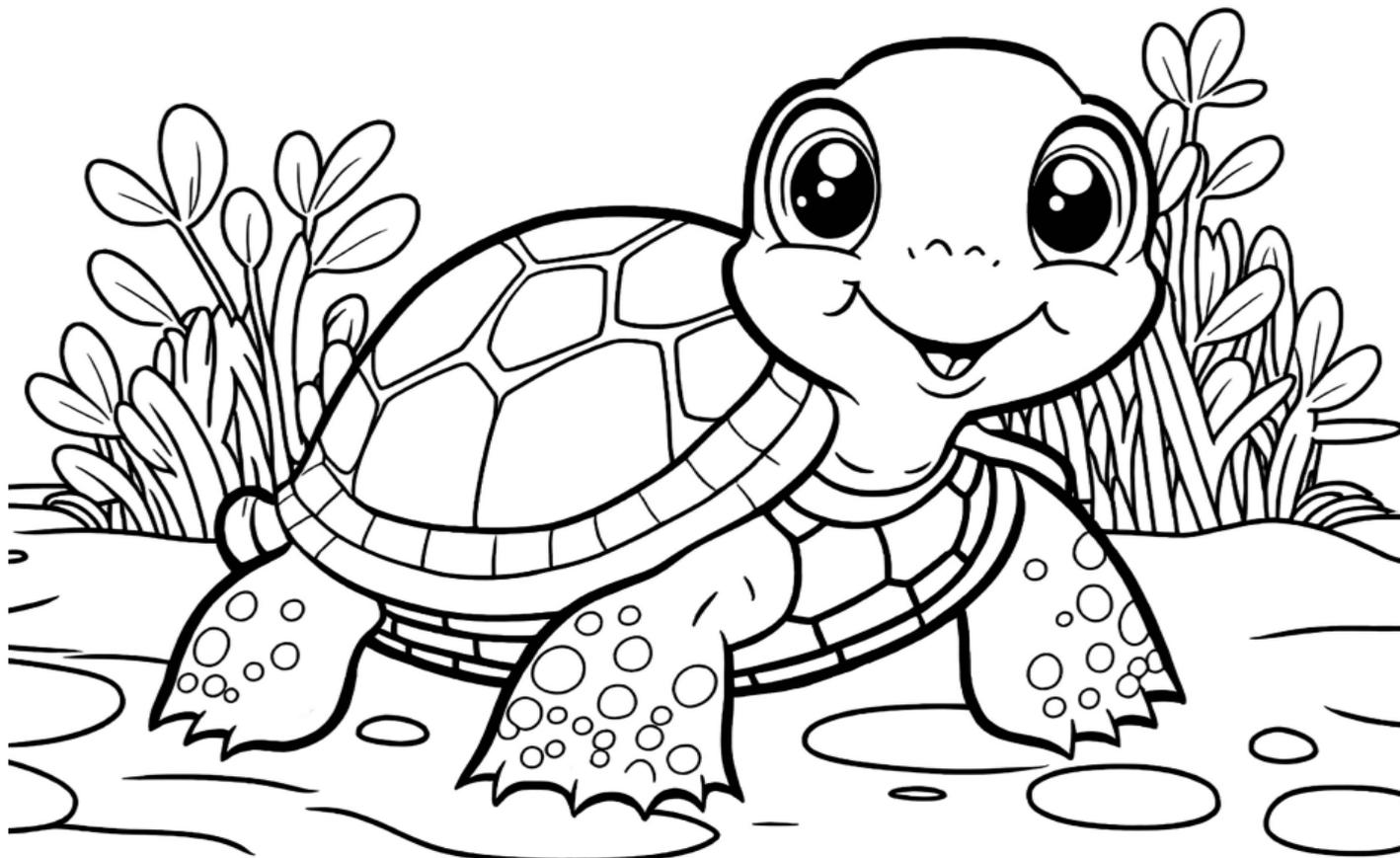
DOES IT ALL FEEL A BIT WEIRD?



IF YOU GO TO THE BAR AND ASK FOR 'ANGELA' THE BAR STAFF WILL KNOW YOU NEED SOME HELP GETTING OUT OF YOUR SITUATION AND WILL CALL YOU A TAXI OR HELP YOU OUT DISCREETLY - WITHOUT TOO MUCH FUSS ”

Ask for Angela can be used by anyone

Call 101 for non-emergency enquiries, to report an incident or get help.
Call 999 if it's an emergency or a crime is in progress.



Name (In capitals please)

Address

Telephone No Age

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) 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

Housing Maintenance Team

Assistant Asset Manager

Nigel Clarke (01220) 876326

Contract Supervisors

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

Facilities Management Officer

Maddie Irving (01229) 876365

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

-  **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
-  **Twitter 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