

Tenant & Leaseholder

Issue 10 Summer 2017

36th annual garden competition



History
on Papworth

Competition
inside!

+PLUS

Support for
Dementia

What is
Devolution?

Tenancy
Visits



South
Cambridgeshire
District Council



Welcome to the Spring/Summer 2017 edition of your Tenant and Leaseholder News

We would like to give a big thank you to our editorial panel of resident volunteers for helping us produce this magazine.

The Star team for this magazine are: Wendy Head, Les Rolfe, Angela Lewell, Helen Ballantyne, Carol Akribi, Joan Ball, Edna Ingrey, Jim Watson and Dave Hammond.

Inside this issue you will find articles covering a wide range of topics including the work we are doing to become a dementia friendly organisation, including the possibility of some free training. There is advice about applying for community grants, an update on our latest resident led scrutiny review and information about two large pieces of work we have just started on which may be coming your way – a district wide drainage survey and household/tenancy visits.

For those budding gardeners amongst you there are entry details for this years garden competition. Last year we were very pleased to receive several new entrants, many of whom picked up either winners or runners up prizes in the competition.

We have also featured the fantastic work of one of our Community Champions who has been raising money for charity from a very early age.

We all hope you enjoy reading the magazine and as always, if you have any ideas, possible articles or pictures for inclusion in future editions we would love to hear from you.

Wendy Head – Chair of Tenant Participation Group



Linda Harford
Housing Portfolio Holder



Wendy Head
Chair of Tenant Participation Group

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About the Tenant & Leaseholder News

This magazine is produced by staff at South Cambridgeshire District Council, working with the Tenant Participation Group Editorial Panel.

To keep costs to a minimum it is designed in-house by the Council's design team and printed at very competitive rates.

If you would like to contribute to the magazine, or would simply like to put forward some ideas of what you would like to see, please get in touch with us.

E-Mail: tnews@scambs.gov.uk
 Telephone: 03450 450 051
 Facebook: Search 'South Cambs'
 Twitter: @SouthCambs

What is Devolution?

In May 2015, the Government announced its intention to bring forward legislation to support the English devolution process. The Queen's Speech included a draft Cities and Local Government Devolution Bill that made provision for further devolution of powers within England; this became an Act in January 2016.

Devolution is the transfer of powers and funding from Central Government to local areas. It enables decision-making and resources to be managed locally. It involves the creation of a new Combined Authority, chaired by a directly elected Mayor.

The Cambridgeshire and Peterborough combined authority will be set up in 2017 with mayoral elections taking place on 4 May 2017.

Has there been devolution anywhere else in England?

Yes, London has had a devolved authority for many years and Greater Manchester reached an agreement in November 2014. Subsequently Cornwall, Sheffield City Region, the North East and Tees Valley have secured devolution deals to date.

Will devolution affect the management of SCDC homes?

No - we will continue to be responsible for the management of our housing stock of rented and leasehold properties

Who is in the Cambridgeshire and Peterborough Combined Authority?

It is made up of – Peterborough City Council, Cambridgeshire County Council, Fenland District Council, Huntingdonshire District Council, East Cambridgeshire District Council, South Cambridgeshire District Council, Cambridge City Council and the Greater Cambridge Greater Peterborough Local Enterprise Partnership.

Why do we need devolution?

A devolution deal means that Cambridgeshire and Peterborough will be able to make its own decisions about Cambridgeshire and Peterborough, rather than them being made by Central Government.

As part of a Combined Authority we will have greater control and influence over certain powers, resources and funding that currently sit with Government. This will enable us to drive economic growth and invest more in our infrastructure, people, homes and communities.

What are the benefits?

The devolution deal includes significant benefits for the communities of Cambridgeshire and Peterborough including:

- A new £600 million fund (£20 million annually for the next 30 years) to support economic growth, development of local infrastructure and jobs
- A new £100million housing fund to be invested over the next five years to build more homes in Cambridgeshire and Peterborough including affordable rent and shared ownership
- A new £70million fund to be used to build more council rented homes for Cambridge over the next five years because house prices are so high in the city

Peter Topping, Leader of South Cambridgeshire District Council, said: "I am particularly pleased that we have managed to negotiate a deal that gives us funding to help address housing affordability in the area. Housing affordability and transport are the two most common issues people locally talk to me about and this deal will put hundreds of millions of pounds in the hands of local people rather than it being controlled by Whitehall."

For more information: <https://www.scams.gov.uk/devolution>

What is Dementia?

Dementia describes different brain disorders that trigger a loss of brain function. These conditions are all usually progressive and eventually severe.

There are around 100 different types of dementia. Alzheimer's disease is the most common type of dementia, affecting 62% of those diagnosed.

Other types of dementia include vascular dementia, affecting 17% of those diagnosed and mixed dementia, affecting 10% of those diagnosed.

Symptoms of dementia include memory loss, confusion and problems with speech and understanding. Dementia is a terminal condition.

Who is affected?

- There are 850,000 people with dementia in the UK, with numbers set to rise to over 1 million by 2025
- 225,000 will develop dementia this year, that's one every three minutes
- 1 in 6 people over the age of 80 have dementia
- 70 per cent of people in care homes have dementia or severe memory problems
- There are over 40,000 people under 65 with dementia in the UK
- More than 25,000 people from black, Asian and minority ethnic groups in the UK are affected

Support

There are many support groups around the district. If you have access to the internet take a look at the Alzheimer's website: <https://www.alzheimers.org.uk/> or call the national dementia helpline on: 03002221122 for support groups and events in your local area. If you know of any local support groups, please let us know so we can help advertise them.

Alzheimer Society initiative, Dementia friends:

South Cambridgeshire District Council is working with the Alzheimer's Society to train staff to be Dementia Friends, and are also working towards becoming a dementia friendly organisation. SCDC are offering to organise free 1 hour training sessions to become a dementia friend. The training session will help you to increase your understanding of dementia, and think about the small things that you can do to make a difference for people affected by dementia in your community.

If you would like to become a dementia friend, please email: tnews@scambs.gov.uk or contact the Resident Involvement Team so we can look into organising some training sessions.

As of 1 March 2017 there was over 1,867,000 Dementia friends registered in the UK.



Facts taken from the [Alzheimers.org.uk](https://www.alzheimers.org.uk/) website

Tenancy Visits 2017/18

As part of our ongoing commitment to our tenants and leaseholders, we will be carrying out tenancy visits on all of our properties.

This will involve visiting you in your home to discuss aspects of your household, tenancy and to carry out an inspection of where you live.

By doing this, it will mean that we will have a much better understanding of your needs and this will help us to shape your service in future, ensuring that we continue to work in your best interests. The ways in which we are hoping to do this include:

- To identify the needs of our residents in order to develop and deliver services
- To ensure communication methods and messages maximise response, service take up and awareness

We have over 5,000 properties and, as you can imagine, it is going to take some time to get round to everyone. For this reason, we are developing a programme that will organise these visits into a village by village schedule.

Whilst we won't be able to contact everyone to book a specific appointment, we will write to you prior to the time our staff are due to visit your village. However, we appreciate that you may not be at home when we visit and we will put a card through your door so you can contact us to make a suitable appointment.

Please note, we would like to see 2 forms of identification, one of which should have a photograph such as a drivers licence or passport, the other should be proof of residence such as a utility bill. If you do not have any photographic identification we will, with your permission, take a photograph of you at the visit. We will require your National Insurance number which would assist us in our duty to help prevent housing fraud, this ensures our homes are being used for those in need of social housing.



The data will not be shared with 3rd parties for commercial purposes but may be shared with other public sector partners or suppliers for the effective delivery of Council services, and in certain other circumstances (such as to prevent or detect crime including fraud) as permitted by the Data Protection Act 1998.

The data will be kept in line with the Council's data retention policy, and kept securely at all times. For more information about how the Council processes personal data please see the Privacy Policy on the Council website.

Please be assured this is not something to be worried or concerned about. We are doing this to improve things for you and the best way we can do this is to come and speak to you face to face. We are passionate about the service we provide and your needs and views are very important to us.

Council Officers from the Neighbourhood Services Team and the Sheltered Housing Team will carry out the visits and we estimate that the visit should last no more than half an hour at most. All of our Officers will carry identification and will show it to you before entering your home.

We are hoping to be somewhere close to completing the project by April 2018.

If you have any queries, or would like some further information, please feel free to contact us on 03450 450 051 or check out our website which provides an overview of the question included in the questionnaire.



Drainage Surveys



We will be working with Drain Doctor Plumbing to survey all of our drainage systems over the next five years.

Drain Doctor Plumbing will use CCTV to inspect the drainage. Access to the drains will usually be via an inspection chamber or gully in your garden. Only access to your garden should be needed to reduce disturbance to you on the day.

We want to identify any damage or defects before they get too serious, which will then reduce any future emergency repairs. If any repairs are needed they will be scheduled in accordingly.

We will send you a letter when your area has been booked in to be surveyed; Drain Doctor Plumbing will then contact you by phone to advise the estimated time and date of the survey.

All "Drain Doctor Plumbing" technicians will have identification cards, however, if you have any security concerns then please ring "Drain Doctor Plumbing" directly on Freephone 0800 056 0088.

Update on the Scrunity Reviews

During 2013 we formed a Tenant led customer scrutiny team made up from your elected Tenant and Leaseholder representatives. Since then the team have been working hard to review services, making many recommendations for improvements, most of which have been put in place or are being worked on by the Council.

What's happened so far:

- Grounds Maintenance Service review – started November 2013 and completed in June 2014.
- Sheltered Housing Service review – started October 2014 and completed in June 2015.
- Sheltered Communal rooms review – started June 2016 and due to complete May 2017.

Generally the reviews will include:

- A desktop review of policies and procedures currently in use
- Talking with & interviewing staff delivering and managing the service

- Site visits and interviews with contractors (where relevant)
- Research in to how similar organisations deliver the service and what policies and procedures they use
- Customer research via organising focus groups, coffee mornings or sending out questionnaires

What happens next:

Once the reviews are complete, a report with recommendations is presented to senior staff and the Housing Portfolio Holder at the Council. Officers then start to work through the recommendations. Updates and progress on how the agreed recommendations are being implemented is fed back through our Tenant Participation Group and Sheltered and Leaseholder Forums.

For our fourth service review to start later this year we are likely to be looking at the service when people first move into a South Cambs property.



MEARS

Handyperson Service



Following the success of our handyperson trial service, we have now introduced this for **all** of our Tenants & Leaseholders.

We are in partnership with Mears to offer you the handyperson service, if you need help to carry out small jobs such as:



Minor joinery - Such as putting up curtain poles, trimming doors and fitting handrails.

Minor gardening jobs - Such as grass cutting, hedge trimming, weeding and digging over beds.



Security jobs - Such as fitting locks and bolts to garden sheds and fitting door chains.

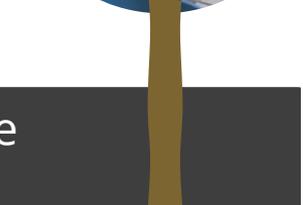
Minor plumbing jobs - Such as unblocking sinks and connecting washing machines and dishwashers.



Minor electrical work - Replacing light bulbs.

DIY Support - Including moving furniture, assembling flat pack furniture, putting up shelves and small decorating jobs.

All Materials must be provided by yourself, charges are £10 per half an hour (+VAT), £20 per hour (+VAT).



*Please note, charges are £10 per half hour plus VAT and £20 per hour plus VAT

To arrange an appointment telephone
0800 085 1313

We are very pleased to show you the results of the structural repair work and application of external wall insulation being undertaken on our last remaining un-improved Airey properties.

Airey property improvements



Before



After

As you can see from the photo above, an Airey house is a type of prefabricated house built following World War II. They are constructed using a frame of prefabricated concrete columns reinforced with tubing recycled from the frames of military vehicles. A series of ship-lap style concrete panels, tied back to the columns, form the external envelope.

We wanted to allow our tenants to remain in their homes whilst the work was being carried out so we trialled the structural repair work on one of the properties which was not tenanted. This was very successful and allowed us to remove a section

of the columns which ran through the first floor windows which meant we could fit fire egress windows to current regulations.

The structural work involved removing the first two rows of concrete panels and repairing or replacing the bases of the wall columns and strengthening of the existing roof timbers. New doors and windows were then installed and finally the external wall insulation was put on. The external wall insulation consists of a layer of 110mm thick insulation material, which is covered with a protective mesh and base layer and finally a decorative layer of textured cream

polymer render is applied on all elevations.

The thermal image photos taken below whilst the work was in progress clearly show the difference in the heat lost through the various elements of the building. The lighter the area the more the heat loss; as you can see, with the white insulation boards installed there is a dramatic difference.

We feel this work has made a dramatic improvement to the Airey properties, not only to their appearance, but to their energy efficiency and structural soundness, plus the work is guaranteed for 25 years.



Thermal imaging taken whilst under construction



15 new affordable homes in Foxton

In January we saw the completion and hand over of 15 new affordable homes in Foxton.

This new development consists of four 1 bed houses, six 2 bed houses and five 3 bed houses and took approximately a year to build.

All have been allocated to people on our waiting list with a local connection to Foxton and it is lovely to see that we have been able to provide those that have grown up, lived or have family there, a much needed affordable home.

Great work from our development team (located in our housing department) and the contractors, designers and the like that have worked so hard to make this a reality!



Another affordable development we have planned is the redevelopment of Robinson Court, Gamlingay; this will starting on site soon.



The Housing Department Joins Facebook!

The Housing Department has set up a Facebook group for tenants and leaseholders. We wanted to have another way to make it easier to contact you, and for you to contact us!

Search for South Cambridgeshire Housing and you should find us, you will need to be accepted into the group, so please don't worry if you can't post on there right away.

The group will be monitored during office hours, so please see our website (or the back page of this magazine) for emergency contact details.



www.learnmyway.com
for easy online learning

South Cambridgeshire District Council

**Use the centre code 3457526 when you
create a Learn My Way account**



Tenant sponsored community grants

We have set aside some of the Resident Involvement budget as a grant pot for you to bid for. You can bid for up to £1,000 and we are looking for small projects, such as landscaping of communal areas, siting of a bench, artwork, children's activity area or a communal vegetable garden; whatever you think everyone might enjoy.

Fill in a simple form, explain what you want to do and how much money you might need, and a panel of elected tenants from your TPG will decide on your grant application. If you are worried the work might be too large we are able to work with our contractors who have agreed to assist with one or two larger projects.

For more information, or an application form, please visit our website or contact the resident involvement team on 03450 450 051 or resident.involvement@scams.gov.uk

Gas Safety

Your gas contractor is Mears, who now do your Gas repairs and servicing. You can contact Mears on 03332 070 766 for any gas related repairs between 8am and 5:30pm.

Emergency repairs can be requested out of office hours, but you must have one of the following problems:

- No heating or hot water: the repairs service will visit on the same day between 8am and 8pm.
- No heating or hot water, reported after 10pm: repair visit next day after 8am.
- Uncontrollable water leak: repair visit within 2 hours at any time of the day or night (but if operators visit between 10pm - 8am and find no uncontrollable water leak, you will be charged a £50 fee)

For a gas leak or smell of fumes, Freephone the National Grid immediately at 0800 111 999. They won't charge you, even if they visit and find no gas leak.



IN FOCUS

Aids & Adaptions - what you need to know

Do you need some adaptations to make your home life easier?

All works need to have an Occupational Therapist's (OT's) referral and you can request one through Cambridgeshire County Council by emailing careinfo@cambridgeshire.gov.uk or calling 03450 455 202. An OT will carry out the assessment over the phone or if necessary by visiting you. Some referrals will be passed across to the OT at South Cambs District Council to complete the assessment.



If you are a leaseholder, your adaptations will usually be dealt with by the Cambs Home Improvement Agency, although you will still need to have an OT's adaptation recommendation through the avenues above.

An OT may visit you at your property to complete an assessment and may provide advice, equipment and adaptation recommendations. The OT will send adaptation recommendations to our Aids and Adaptations Project Manager who will then arrange the work.

Equipment that an OT can directly order includes:

- Shower boards
- Toilet frames
- Bed rails

Minor works adaptations, (recommended by an OT) include:

- Grab rails
- Half step

Major adaptations (recommended by an OT) can include:

- Over bath shower
- Doorway widening

Major Adaptations - we always discuss the option to move you to a more suitable property before carrying out major adaptations.

For more information or clarification, please contact the housing department on 03450 450 051, email: scdc@scambs.gov.uk or visit our website www.scambs.gov.uk/adaptations

inPROFILE



Sam Roebuck
Occupational Therapist

First Job:

My first OT role was working in adult and then children's social care assessing people for equipment, adaptations and care packages with the aim of assisting people to remain living as independently as possible. I enjoyed the diversity of the role and working closely with service users to help them meet their goals.

Current Job:

I currently work in the Planned Maintenance Team within Affordable Homes. My role here consists of assessing people living in South Cambs properties and making recommendations. This can include giving advice, providing equipment, arranging adaptations and assisting tenants to move to more suitable properties. I enjoy the challenge of looking for ways to adapt the various different properties to meet a person's needs or of finding a more appropriate property for someone to move into.

Interests outside of work:

Outside of work I enjoy spending time with family and friends.

KIRSTEN

&

HER TEAM



Making waves



Earlier in the year a member of staff told us about a tenant that has been doing some incredible charity work and in March of this year we had the opportunity to visit her at her home in Orwell.

Kirsten Bailey, 26, has been fundraising and helping charities ever since she can remember and her passion for helping others was apparent to us as soon as we were welcomed by her and her four cats; Elsie, Popcorn, Mo and Smudge.



She was already hard at work on the computer working on fundraising letters, with Elsie perched at the top of the cat play tower making sure we were all behaving. Kirsten has type 2 Spinal Muscular Atrophy (SMA) which has meant that she is wheelchair bound. "I'm disabled, but there is so much that I can do for other people. You've just got to get up in the morning, don't feel sorry for yourself and get on with it; because you could sit there and think 'oh, woe is me - why have I got this?' but actually that is not the way to think about it all" she explained.

With her family and friends, she has fundraised for a wide range of charities, including The Beads of Courage Programme, East Anglia Children's Hospice (EACH) and West Yorkshire Animals In Need (WYAIN). A massive fan of the Nolan's, she has also been raising money for Breast Cancer Now, in memory of Bernie Nolan who sadly passed away from the illness in 2013.

In total, as of early March 2017, she has raised over £11,000 for various charities.



We got on to talking about some of the fond memories that fundraising had brought to her. One story she told us about that she was particularly proud of was when someone she didn't know came up to her and thanked her for the money she had raised for a charity close to them.

Kirsten was also nominated for the Pride of Britain awards, coming second out of 10,000 people in the Eastern region selection; a remarkable achievement and something that she is very proud of. As we watched the clip from ITV Anglia News that featured her in the run up to the vote, she pointed out that it is so good to know that so many people were hard at work in the area fighting for so many good causes.



At the moment Kirsten is working hard planning for a ball that she and a friend are hosting on 2nd September 2017 at The Red Lion in Whittlesford. The event, called 'The Touch of Pink Ball', will be raising money for Beads of Courage in order to maintain their scheme at Addenbrookes Hospital. The charity provides support to children coping with serious and chronic conditions.

The night kicks off at 6.30pm and tickets are available for £65. This includes a welcome drink, a 3 course meal, a raffle, auction, live music and a DJ. If you would like to book tickets or would simply like some more information, please do so before the 12th July. You can do so by contacting Kirsten through any of the routes given at the bottom of the article.

Before we left we were greeted by Kirsten's Mum who had popped in to see her, which was really nice as Kirsten had told us how important her Mum's support is to her just a few moments earlier. We thumbed through some photos that ranged from Kirsten's recent

fairs she had attended to a picture of her as a little one raising money.

Her humbleness and dedication to helping wherever she can is truly admirable and we were really honoured to get the opportunity to meet her and chat about her adventures.



If you would like to speak to Kirsten about a particular charity you know that needs help, or would like more information about getting involved yourself, Kirsten says she is happy to hear from you.

E-Mail Kirsten - popcornandmo@hotmail.com
 Visit her website - <https://popcornandmo.wixsite.com/charitywork>

Would you like to be featured in the Tenant and Leaseholder News? Perhaps you are helping out in the community? Or you would like to tell us about a hobby that means a lot to you?

Get in touch with us by e-mailing tnews@scamb.gov.uk or call us on 03450 450 451.

Parklife 2017

Parklife, our free family fun day organised in partnership Cambridge Sport Lakes Trust, will return to Milton Country Park on Sunday 25 June. There will be lots of activities for all the family to get involved in between 10am and 5pm.

Why not come along to the Water Zone and have a go at kayaking, canoeing or paddle boarding. There will be angling taster sessions and Hoveraid will be back giving hovercraft rides on the lake in exchange for a charitable donation.

If you don't fancy the water and want to keep your feet dry, why not take part in some of the activities in the action packed Cycling Zone. With lots bikes to chose from there is something for everyone, including all-ability

bikes, multi-person bikes, pedal-powered Scalextric, a smoothie maker and much more.

New this year will be an inflatable football pitch brought along by Cambridge United, as well as old favourite's including the climbing walls for all ages, archery and bouncy castle (socks must be worn).

Back by popular demand is the Wild South Cambs Zone where you can get stuck in and have a go at den building, fire lighting and pond dipping.

There will be an entertainment area where local bands and groups will be performing. Food and drink will be available to purchase, or why not bring along a picnic to enjoy in the orchard.



For more information about the event, visit: <https://www.scambs.gov.uk/parklife> or contact: duty.communities@scambs.gov.uk or Tel: 01954 713070

New Neighbourhood Support Team

The Neighbourhood Support Team work to assist tenants to sustain their tenancies. This could be because the tenants are causing a nuisance to other residents (Anti-Social Behaviour), or have issues which are preventing them from adhering to their tenancy conditions. The Neighbourhood Support Officer (NSO) will use a variety of tools available in order to resolve issues without the need for legal action. However, unfortunately at times legal action is required, this can be in the form of injunctions and/or evictions.

All the NSO's are fully trained in mediation, safeguarding and are passionate about keeping people in their homes and creating good sustainable communities. The NSO's work in very close partnership with the Police and agencies such as Social Care.

The Neighbourhood Support Team consists of:

1. Sherri Lee – Team Leader
2. Sally Miller – NSO EAST
3. Emma-Clare Togher – NSO NORTH (temp)
4. Richard Alleyne – NSO WEST

The team also has a dedicated Tenancy Fraud Officer.



If you are affected by Anti-social Behaviour, have concerns about your neighbour or have information regarding possible tenancy fraud, please contact the team on 03450 450 051 or alternatively email: neighbourhood.support@scambs.gov.uk.

Affordable Housing Performance Update

(Quarter 3: October - December 2016)



The Response Repairs, Voids and Packaged Works contract with Mears has been reviewed. The agreed way forward was to progress towards a new way of contract management and improved service delivery. A Supplemental Agreement has been drawn up to reflect this. The changes in summary include:

- co-location of staff in Cottenham
- changing the categories of repairs to emergency and appointable only
- changing the charging mechanism to Price Per Property with agreed exclusions
- additional Social Value through the employment of apprentices
- secondment of a dedicated Neighbourhood Support Officer to provide specialist debt advice to tenants with high rent arrears and assumed other debts.

This new way of working went live in April 2017. As the onus is now on the contractor to deliver an efficient service the Council is expecting high levels of repairs being completed at the first call. The performance monitoring will focus on this as well as appointments made and kept and tenant satisfaction.



Red - worse than before and below target



Green - on or above target

Additional information

56 - Total Compliments received April - December 2016

42 - Total Complaints received April - December 2016

36 - Freedom of Information request (FOI's) April - December 2016

The 36th annual gardening competition is **now open!**

Gardening brings with it many benefits, such as exercise, enjoyment of the great outdoors, growing and nurturing something from seed, and it benefits nature so very much, especially with the decline in certain species such as bees, birds and hedgehogs.

So what's new this year?

We are introducing 2 new categories:

- Best kept small garden
- Best kept large garden

How do I enter?

You can enter online at www.scambs.gov.uk - click the 'Apply for it' button, click on the Housing section and select the 'gardening competition' link or cut out and post the below form to:

Resident Involvement Team (Housing)
 South Cambs District Council,
 South Cambridgeshire Hall,
 Cambourne Business Park,
 Cambourne,
 CB23 6EA

The closing date for entries is Friday 30 June. Judging will take place in mid July, with winners receiving their trophies, certificates and prizes at a special presentation evening at Scotsdales Garden Centre on 15th September 2017.



Send to: Resident Involvement Team (Housing), South Cambs District Council, Cambourne Business Park, Cambourne, CB23 6EA

Yes - I am an SCDC tenant or leaseholder and would like to enter*:

- Best kept garden overall
- Best kept small garden
- Best kept large garden
- Best kept vegetable garden
- Best new tenant's garden (April 2016 - April 2017)
- Best sheltered housing scheme communal gardens
- Best family garden
- Best community garden
- Best window box or container garden
- Best greenhouse (vegetables)
- Best greenhouse (flowers)
- Carol Johnson best wildflower garden award

***You can enter in more than one category.**

Please write your details below :

Name:

Address:.....

Telephone Number:.....

Email:.....



Competition Winners



Congratulations to the winner of the animal Photography competition Maureen Williams! The image you entered is beautiful and we hope you enjoy spending your voucher!



Congratulations to the winner of the design a t-shirt competition! Emma, aged 9, entered this fantastic design and we really hope she enjoys being able to wear it!

COLOURING COMPETITION

Colour in this parrot and you could win £20 Toys'R'Us voucher!



S.P. LANDSCAPES

 & TREE CONTRACTORS LTD

Once you have coloured in the parrot, ask an adult to send it in to us including your name, age and address to: Resident Involvement, South Cambridgeshire District Council, Cambourne Business Park, Cambourne, CB23 6EA or email a scanned copy or picture of it to tlnews@scams.gov.uk. All entrants must be a South Cambridgeshire District Council Tenant or Leaseholder and aged 13 or under to enter. All entries must be received by the 30 June 2016, any received after the closing date may not be counted. There is no cash alternative available and the prize is non-transferrable. The winner will be selected by the Tenant & Leaseholder news Editorial Panel, made up of Tenants & Leaseholders, and will be contacted soon after. Prizes kindly donated by SP Landscapes.

By entering this competition applicants are indicating their agreement to these terms and conditions.
 For any further clarification, please contact: tlnews@scams.gov.uk.

Puzzle page

Word search

- Bar Hill
- Boxworth
- Childerley
- Connington
- Cottenham
- Dry Drayton
- Elsworth
- Fen Drayton
- Fulbourn
- Girton
- Graveley
- Histon
- Horningsea
- Impington
- Knapwell
- Landbeach
- Lolworth
- Longstanton
- Milton
- Oakington
- Over
- Papworth
- Rampton
- Stow Cum Quy
- Swavesey
- Teversham
- Waterbeach
- Wilbrahams
- Willingham

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

History of Papworth

Papworth Hospital is well-known as one of the UK's largest heart and lung hospitals and the main transplant centre in the country. Less understood, however, is how this pioneering hospital was established in a small village in South Cambridgeshire.

It's origins lie in the purchase, in 1917, of the Papworth Hall estate for an ambitious scheme for tuberculosis (TB) patients. At this time, TB was a significant cause of death in the UK; records show in 1918, for instance, over 46,000 people died from the disease.

The scheme started in 1916 in the village of Bourn, under the direction of Dr (later Sir) Pendrill Varrier Jones. In a rented cottage, 'The Knoll', he treated a handful of patients applying an experimental regime of bed rest and light work in the fresh air. With encouraging results, Varrier Jones raised funds for a larger 'colony' at the Papworth Hall estate. The first patients arrived in Papworth in February 1918, with the Hall serving as the first hospital followed by two further purpose-built hospitals being opened in the 1930s.

Papworth Village Settlement provided free medical care, but also offered patients and their families the opportunity for long-term rehabilitation with housing, community facilities and employment in the factories of Papworth Industries.

The number of TB cases in the UK declined from the 1940s onwards, largely due to improvements in living

standards and the widespread use of antibiotics. People with other disabilities were welcomed at Papworth Village Settlement, the origins of the Papworth Trust Charity, and the hospital buildings were transferred to the newly founded National Health Service.

Papworth Hospital continued to treat patients with TB but developed other specialisms in chest medicine. The first open heart surgery took place at Papworth in 1958, and in 1979 Mr Keith Castle received the UK's first successful heart transplant in a procedure undertaken by Sir Terence English and his surgical team. The Adult Cystic Fibrosis Unit was established in 1994 and the hospital has the largest respiratory support and sleep centre (RSSC) in the UK.

Papworth today operates as a regional centre for the diagnosis and treatment of cardiothoracic disease, and a national centre for a range of specialist services. Further, in 2018 the New Papworth Hospital will open on the Cambridge Biomedical Campus, providing 310 beds, seven theatres, and six inpatient wards. Almost exactly a century after our first patients moved to Papworth, the next exciting chapter lies ahead with our move to Cambridge.



Article submitted by Becky Proctor – Heritage Officer, Papworth Hospital NHS Foundation Trust on behalf of Sheila Marriner of Papworth Everard.

Dates for your diary

2017 Dates

TPG Meetings

Mondays 6:30pm - 8:30pm

Denson Close, Waterbeach, CB25 9RN

8 May

5 June

3 July

7 August

4 September

2 October

6 November

4 December



Sheltered Housing Forum

Thursdays 10am - 12pm

20 July - Elin Way, Meldreth SG8 6LX

19 October - Wisby's Yard, Haslingfield CB23 1NF

Leaseholder Forum

Thursdays 10am - 12 noon

Council Chamber, South Cambs Offices,
Cambourne, CB23 6EA

Thursday 18 May

Thursday 7 September

Thursday 7 December

Your tenant Inspectors & Village Voices

Village Voices & Tenant Inspectors are volunteer SCDC Tenants & Leaseholders. Their main purpose is to represent other tenants and leaseholders views and opinions of their local area.

A Village Voice acts as the eyes and ears of the village, estate, or scheme where they live and help report areas of concern directly to the Housing Officer, Estate Officer & other Officers within SCDC. They are provided with a mobile phone for tenants and leaseholders to contact them directly to report any issues.

Tenant inspectors work with the Housing Officers and Estate Officers on estate walkabouts. They should be looking out for anything which they consider to be in need of attention, for example:

- Neglected areas – garage sites, car parking areas, green areas
- Overgrown trees or shrubs – not in gardens unless they are a risk to people or buildings
- Broken or dangerous footpaths
- Trees or hedges blocking footways
- Grafitti
- Litter
- Concerns about any grounds maintenance work that has been carried out, i.e grass cutting
- Blocked ditches
- Hardstanding areas
- Parking issues
- Street signs

Your Village Voices & Tenant Inspectors are:

Helen Ballantyne, Dry Drayton, 07860 786 271 – Village Voice

Joan Ball, Histon, 07740 387 584 –Village Voice & Tenant Inspector

Les Rolfe, Bourn, 07860 786 276 – Village Voice & Tenant Inspector

Mark Holmes, Litlington, 07860 786 274 – Village Voice & Tenant Inspector

Patti Hall, Cottenham, 07894 094 332 – Village Voice & Tenant Inspector

Wendy Head, Balsham, 07860 786 275 – Village Voice & Tenant Inspector

Carol Akربي, Impington – Tenant Inspector

Dave Hammond, Great Abington – Tenant Inspector

Glynis Goff, Waterbeach – Tenant Inspector

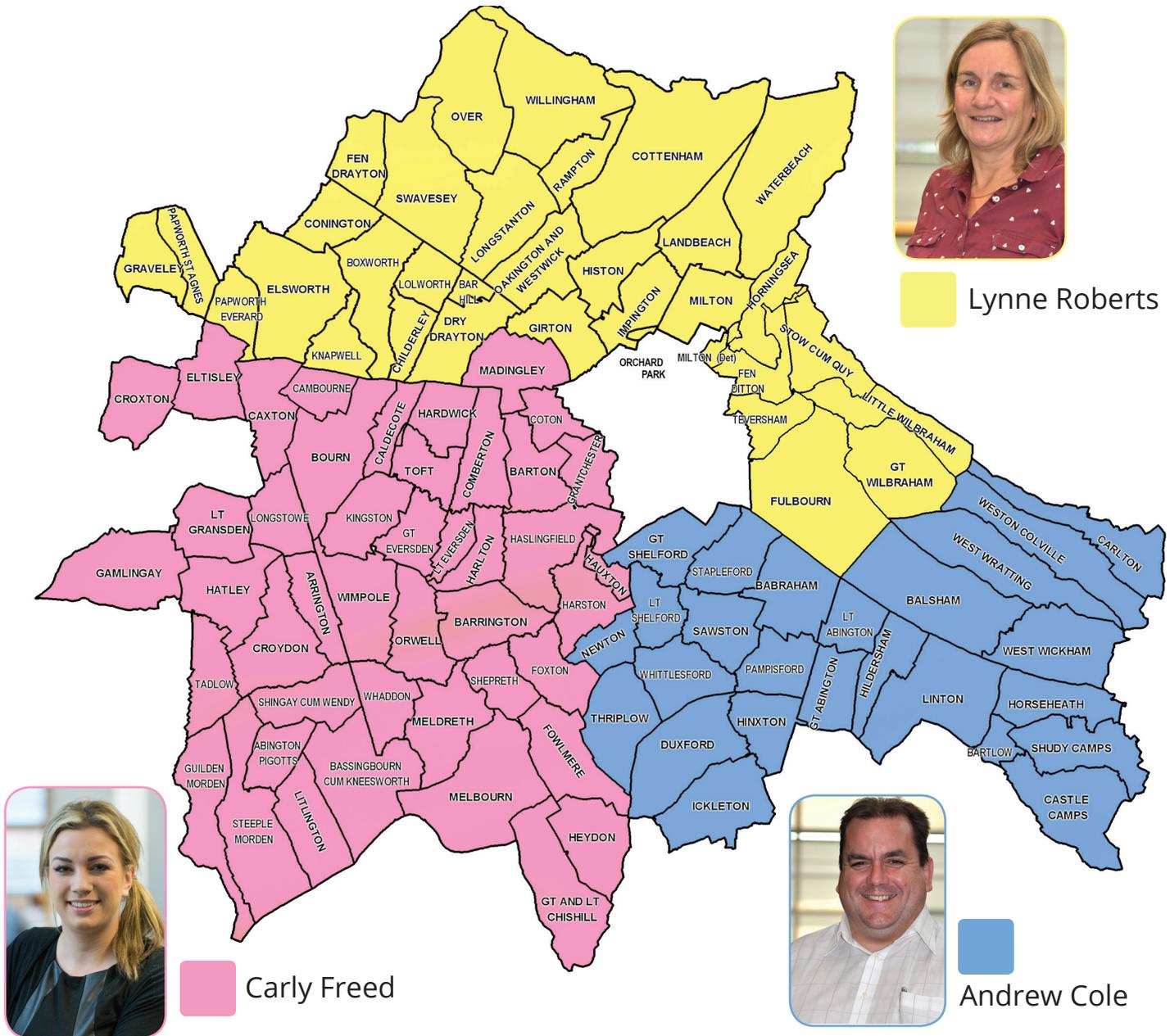
Jim Watson, Willingham – Tenant Inspector

Paul Audin, Melbourn – Tenant Inspector

Housing Service Areas



 Lynne Roberts



 Carly Freed



 Andrew Cole

Housing Staff & Areas	North Area	West Area	East Area
Housing officer	Lynne Roberts	Carly Freed	Andrew Cole
Neighbourhood Support Officer	Emma-Clare Togher	Richard Alleyne	Sally Miller
Senior Estate Officer (Sheltered)	Julie Webster	Lesley Dyer	Nicky Linsdell
Estate Officer (Sheltered)	Libby Bennett Michelle Benstead Malissa Ginn	Eileen Allen Kathy Rice Sharon Mclver	Steph Mack Jackie Peyton

Citizens Advice Bureau (CAB): Your local branch

The Citizens Advice Bureau offers free, confidential, impartial and independent advice from over 3,500 locations; these include high streets, community centres, doctors' surgeries, courts and prisons.

The advice they offer helps people resolve their problems with debt, benefits, employment, housing, discrimination, and many other issues. It is available to everyone and advice may be given face-to-face or by phone. Most bureaux can arrange home visits and some also provide email advice, with a growing number also piloting the use of text, online chat and webcams.

The general telephone number for The Citizens Advice Bureau is 0344 848 7979 and we have added below your closest advice centre address.

9
RCC - St.Neots
CAB Portacabin
Tan Yard Car Park
ST.NEOTS
Cams
PE19 1AN

1
Rural Cams - Huntingdon
The Town Hall
Market Hill
HUNTINGDON
Cams
PE29 3PJ

2
Cambridge County Court
197 East Road
CAMBRIDGE
Cambridgeshire
CB1 1BA

8
Sandy Health Centre
Northcroft Health Centre
Sandy
Beds
SG19 1JQ

3
Cambridge Citizens Advice Bureau
66 Devonshire Road
CAMBRIDGE
Cambridgeshire
CB1 2BL

7
Royston Outreach
Town Hall
ROYSTON
Hertfordshire
SG8 7BZ

4
Suffolk West (Haverhill)
Citizens Advice Bureau
Haverhill House
Lower Downs Slade
HAVERHILL
Suffolk CB9 9HB

6
John Huntington Charity
Tannery Road
SAWSTON
Cambridgeshire
CB22 3UW

5
Uttlesford Citizens Advice Bureau
Barnard's Yard
Uttlesford
SAFFRON WALDEN
Essex CB11 4EB

Citizens AB info:
Tel: 0344 848 7979.
They are at SCDC on Tuesdays, there are 3 appointments available on these days, booked through Housing Advice and are only for people with housing debt related issues.

Keeping yourself and other people safe



Disabilities

Disability Cambridgeshire – Tel: 01480 839192
www.disability-cambridgeshire.org.uk

Cambridgeshire Hearing Help - 01223 416141
www.cambridgeshirehearinghelp.org.uk

Camsight – Tel: 01223 420033
www.camsight.org.uk

Sense East –Tel: 0845 127 0066
www.sense.org.uk

Mental Health

Cambridgeshire Independent Advocacy Service
 Tel: 01223 218500

Domestic Abuse Information

National Domestic Violence free phone
 24-hour helpline – Tel: 0808 2000 247
www.nationaldomesticviolencehelpline.org.uk

Women’s Aid – Tel: 01223 460947 (9.30am to 6pm)

Older People

Action on Elder Abuse –Tel: 0808 808 8141
www.elderabuse.org.uk

Age UK Cambridgeshire – Tel: 0300 666 9860
www.ageuk.org.uk
 (Info Line 9.30am to 3.00pm – after these hours
 auto transfer to National Line)

Cambridgeshire Older People (COPE) – Tel: 01223 364303
www.cambridgecope50.org

Care Quality Commission (CQC) Tel: 03000 616161
 Email: enquiries@cqc.org.uk (Residential Care Homes)

Learning Disabilities

People First – Tel: 0208 874 1377
www.peoplefirstltd.com

Voiceability – Tel: 01223 555800
www.voiceability.org

Mental Capacity and Deprivation of Liberty

Website: www.cambridgeshire.gov.uk/social/mental
 Email: mca.dols@cambridgeshire.gov.uk
 Tel: 01223 715581

Reporting Crimes to the Police

In an emergency, where an immediate police response is required, dial 999.

Where an immediate response is not required or if you are unsure as to whether the abuse constitutes a crime, honour based violence or Domestic Abuse dial 101.

Where to find Cambridgeshire County Council's Adult Safeguarding Guidance and Procedures:
www.cambridgeshire.gov.uk/social/adultprot

Safeguarding Children

Non Emergency - If there is no immediate danger or you need advice or information, you should call;

Children’s Social Care Services Tel: 0345 045 5203 (8am to 6pm - Monday to Friday)

Emergency Duty Team Tel: 01733 234724 (For all other times including weekends and Bank Holidays).

Emergency - If a child is in immediate danger or left alone, you should contact the police or call an ambulance (Call 999).

OFSTED Tel: 0300 123 1231 Email: enquiries@ofsted.gov.uk (Education)

Contact Us

www.scambs.gov.uk

Twitter: @SouthCambs

Facebook: Search 'South Cambridgeshire'

Contact Resident Involvement:

resident.involvement@scambs.gov.uk



Housing Facebook Group:

Search 'South Cambridgeshire Housing'

Monday – Friday (8am to 5.30pm)

Tel: 03450 450 061 | Benefits

Tel: 03450 450 062 | Building Control

Tel: 03450 455 214 | Elections

Tel: 03450 450 063 | Environmental Services

Tel: 0800 731 1892 | Fraud

Tel: 03450 450 051 | Housing Services

Tel: 03450 455 218 | Payments (automated)

Tel: 03450 455 215 | Planning

Tel: 03450 450 064 | Revenues

Tel: 03450 450 500 | General Enquiries

Emergency out of hours numbers (after 5.30pm)

Dangerous Structure Enquiries (Building Control)

Tel: 01253 501 055

Environmental Health Emergency

Tel: 0845 609 5437

Homelessness Emergency Service

Tel: 0845 609 5438

Repair Numbers

Housing repairs, electric heating and hot water repairs

(Mears, 24hrs) Tel: 0800 085 1313

For heating repairs and services

Contact Mears on 0333 2070766

Gas escape, smell of fumes, suspected carbon monoxide leak
(National Grid, 24hrs)

Tel: 0800 111 999

South Cambridgeshire District Council

South Cambridgeshire Hall

Cambourne Business Park

Cambourne

Cambridge

CB23 6EA