

Tenant & Leaseholder

Issue 13 Winter 2018

Key Amnesty Month This November

Universal Credit
Update

Garden
Competition
winners

+PLUS

TPG
Elections
2019

Loneliness
support

Improve
your
service



South
Cambridgeshire
District Council



Welcome to the Autumn/Winter 2018 edition of your Tenant and Leaseholder News

Welcome to the Autumn/Winter edition of your twice yearly magazine.

The magazine is produced by South Cambs staff under the direction of the editorial panel made up of Tenant Participation Group representatives to whom we give a big Thank You:

The Star Team for this edition of your magazine were: Wendy Head, Joan Ball, Edna Ingrey, Helen Ballantyne, Dave Hammond, Jim Watson and Val Hickey

Inside you will find articles covering a wide range of topics including a breakdown of how the rent we collect is spent on delivering services and information on how to access more details of our Key Performance Information covering all housing services. You will also find useful tips on keeping warm and staying safe this winter as well as information regarding support services available to help people affected by loneliness and isolation.

We introduce our new Lead Cabinet Member for Housing – Hazel Smith and there are details of our Key Amnesty month to be held throughout November.

There are also some popular seasonal recipes donated by our editorial panel members and the usual dates for your diary and useful information/ contacts located towards the end of the magazine.

On behalf of the Editorial Panel we hope that you enjoy reading the magazine.



Cllr Hazel Smith



Wendy Head Chair of TPG

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About the Tenant & Leaseholder News

After just over six years in production this is our 13th edition of the magazine produced by staff working with an editorial panel made up from South Cambs tenants and leaseholders.

The editorial panel are very keen for the magazine to have more content produced by and about local residents so as always if you have any ideas about what you would like to see in the magazine or possible articles or pictures for inclusion in future editions we would love to hear from you.

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



Introducing your new Lead Cabinet Member for Housing

Following the elections back in May of this year, we thought we'd take the opportunity to introduce you to your new Lead Cabinet Member for Housing.

Cllr Hazel Smith



Have you always lived in the Cambridgeshire area?

"I was born in Woking and brought up there. I came to Cambridge for University and never really left. I was one of the first women at King's College in 1972. We've lived in Milton since 1982 and we brought up our 3 children here.

What's your Favourite T.V. programme?

"Strictly Come Dancing.

What made you want to become a Councillor?

"I'd been involved with the playgroup when my children were small, and then became a parish councillor, and a school governor, and I took the plunge to get more involved to get the best for our area from South Cambs.

How long have you been interested in Social Housing?

"Since being a councillor I've taken an interest in my local affordable and council houses. We have a Cambridge Housing Society sheltered scheme in Milton that the parish council provided land for, and I've also been involved with Emmaus for 14 years as a trustee. I've been shadowing the Housing portfolio for a few years, and I've been involved in the meetings with Mears to monitor their performance for many years, and monitoring the Direct Labour Organisation in the years before Mears had the contract, too.

When did you first start working for South Cambs?

"I've been a councillor for 14 years.

What are your main priorities in your role as Lead Cabinet Member for Housing?

"I'm really pleased that most of our council houses are already energy efficient, and I'd like us to bring up those that are below that standard if we can. Building affordable houses for our young people to have a home of their own is important to me and with all the new homes coming in the new town at Northstowe and in smaller developments in our villages, we're getting more affordable homes built all the time. We'd like these to be truly affordable for local people, near where people work and if we can get the funding to build more council houses, we will.

What hobbies do you have outside of the Council?

"I play the timpani in the orchestra and sing in the choir at Duxford Saturday Workshop, which my husband Greg and I help to run. I also play the hammered dulcimer in a folk band."

Universal Credit, Are you ready?



Universal Credit (UC) is a single monthly payment paid by DWP, you need to apply online and it's replacing the following benefits and tax credits:

- Income-based Jobseeker's Allowance (JSA)
- Income-related Employment and Support Allowance (ESA)
- Income Support (IS)
- Child Tax Credits (CTC)
- Working Tax Credits (WTC)
- Housing Benefit (HB)

UC does not include assistance with your Council Tax. Residents claiming Universal Credit still have to apply online for Council Tax Support at www.scambs.gov.uk

Who does it affect?

The Full Digital Service of UC is being introduced in Cambridge from October 2018, when new working age benefit claimants will be required to claim UC. Changes in existing circumstances may also prompt a new UC claim.

Who will not be affected?

- If you are already claiming any of 6 benefits UC replaces and your circumstances remain the same you will stay on these benefits for now.
- Families with 3 or more children
- Anyone who is pension credit age
- People who live in temporary or supported accommodation

If you need to claim UC in the future it is important that you inform us in advance. You will need to inform the DWP and the rents team at SCDC on 03450 455 216 of any change in your circumstances as soon as you can, as your UC entitlement may be affected. If you keep us informed, we will be able to support you through any changes you have.

For help and advice in relation to UC, personal budgeting and managing your money, speak to your job coach at DWP. Advisors are available at the Cambridge Job Centre who can provide information on benefits, budgeting and support you to make sure that you can manage.

More Information is available online at www.gov.uk and www.scambs.gov.uk

When claiming Universal Credit paying the rent will be your responsibility.

You may be used to the council paying your Housing Benefit direct to your rent account. If you are entitled to UC your payment will include your housing costs, **you will be responsible for ensuring your rent is paid in full.**

If you think you might struggle to adjust to receiving your benefit payment on a monthly basis, in arrears, you can find out how prepared you are for UC on gov.uk or by talking to a work coach at the Department of Work and Pensions.

After making your initial claim, it will take at least six weeks for you to receive your first Universal Credit payment. When required, **it is important to claim UC immediately as benefit will be awarded from the date you complete your claim.** The quicker you claim, the quicker you will receive your first payment.

How your rent is spent

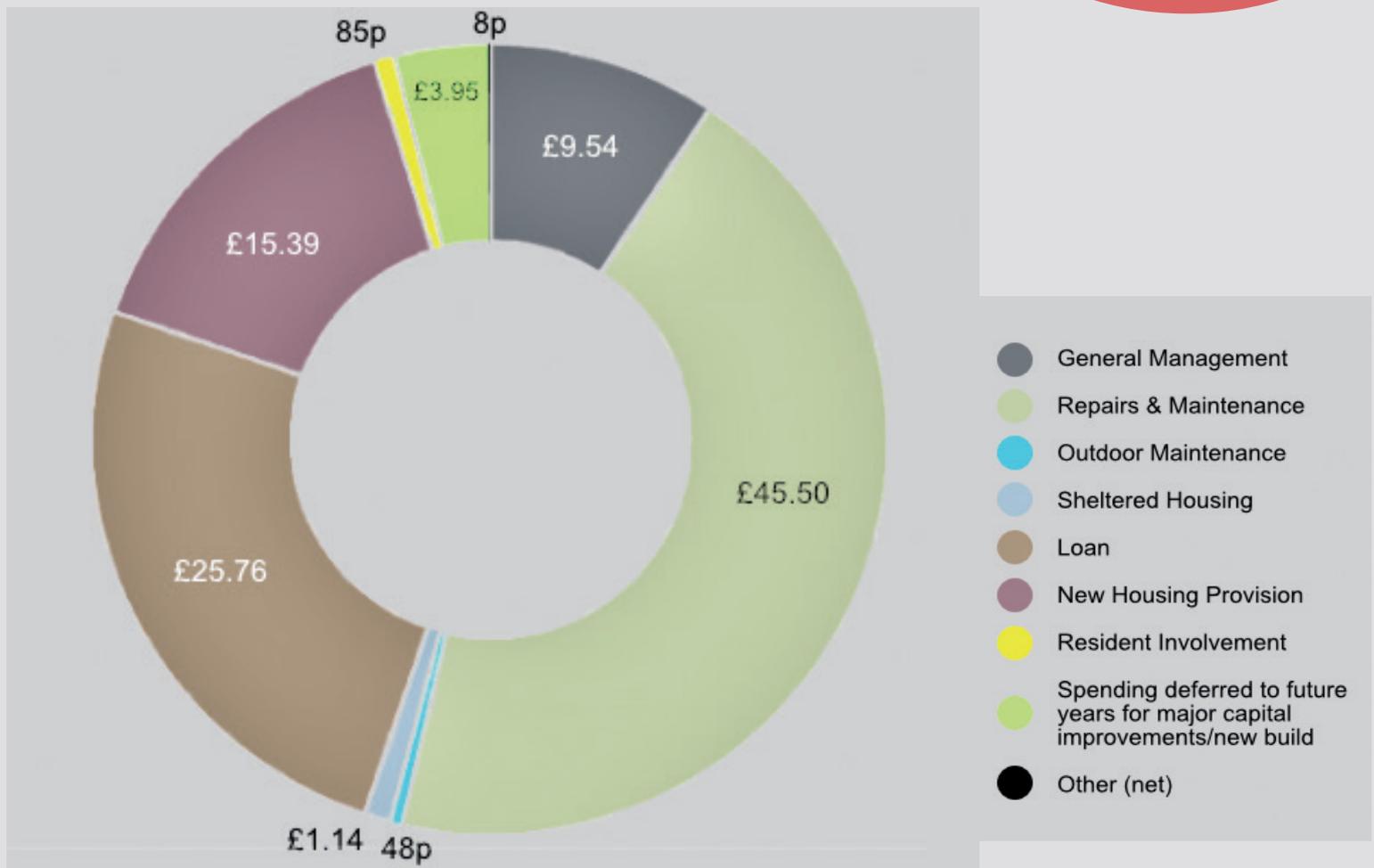
Here is an overview of how your rent has been spent during the 2017/2018 financial year. This is calculated by taking the average weekly rent that is charged for our properties and divided up into the percentage we have allocated for each area.

We continue to try and utilise every penny we get from our rental income and reinvest it back into our housing service, improving our current stock and developing new homes wherever possible along the way.

The full annual report will be available to view on our website at www.scams.gov.uk/housinglar. It includes lots of statistics about repairs, maintenance, telephone performance, developments, projects and more.

If you would like any more information, or you'd like a physical copy of the annual report sent to you, please contact the Resident Involvement team on 03450 450 051 or e-mail tlnews@scams.gov.uk.

£102.69
Average weekly rent per dwelling



Grounds Maintenance Contract 2018 – 2023

Following a joint tender process between South Cambs District Council and Cambridgeshire County Council's Park and Ride and Guided Bus Sites, SP Landscapes were successful in retaining the contract for a further five years.

Through the success of the first joint venture with the County Council, the decision was taken to tender for a further five, rather than a three year contract. This offers greater security to the contractor, enabling their longer term investment in staff and machinery which will in turn benefit our tenants and residents of the areas that we maintain.

We have worked very closely with SP over several years now and have established an excellent working relationship with them and we know many tenants and residents appreciate the work that they do. Their tender for this contract showed an excellent understanding of how our residents are central to the work they do, along with excellent value for money.

Over the next few weeks and months, we look forward to developing some of the ideas put forward in their tender, particularly in relation to resident involvement and improving methods of communicating your thoughts and ideas.

Mears community project for Lacey's Way residents

The residents at Lacey's Way, Duxford asked their Estate Officer, Nicky, if a bench they used to have could be replaced, Nicky contacted Mears, & Elaine readily agreed to do it as a community project.

The office staff from Mears went out on 24 August, they provided a lovely picnic bench, planter & plants, and they came armed with gloves to tidy up. They also came with cake!

The residents had a brilliant time, & had nothing but praise for the Mears staff. You can see how pleased they are from the picture!



MEARS



Upcoming TPG elections 2019

Fifteen elected posts for the Tenant Participation Group are up for grabs in an election to be run in October 2019.

If you think you would be good for the part, are interested or would like to have a chat about what it entails please

contact Wendy Head (TPG Chair) wendymhead@yahoo.co.uk or Peter Moston, Resident Involvement Team Leader on 01954 713037 or Helen Pagram, Resident involvement Officer, on 01954 713295.

Those interested to stand are advised to attend at least 3 meetings prior to the election to see what goes on. You are assured of a very warm welcome.

More details regarding the elections will be in the Spring/ Summer Newsletter 2019 so keep your eyes peeled!



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.

Some of the recent grants awarded include:

- New table tennis table & equipment for a communal room
- Bowls & Bingo machine for a tenant group

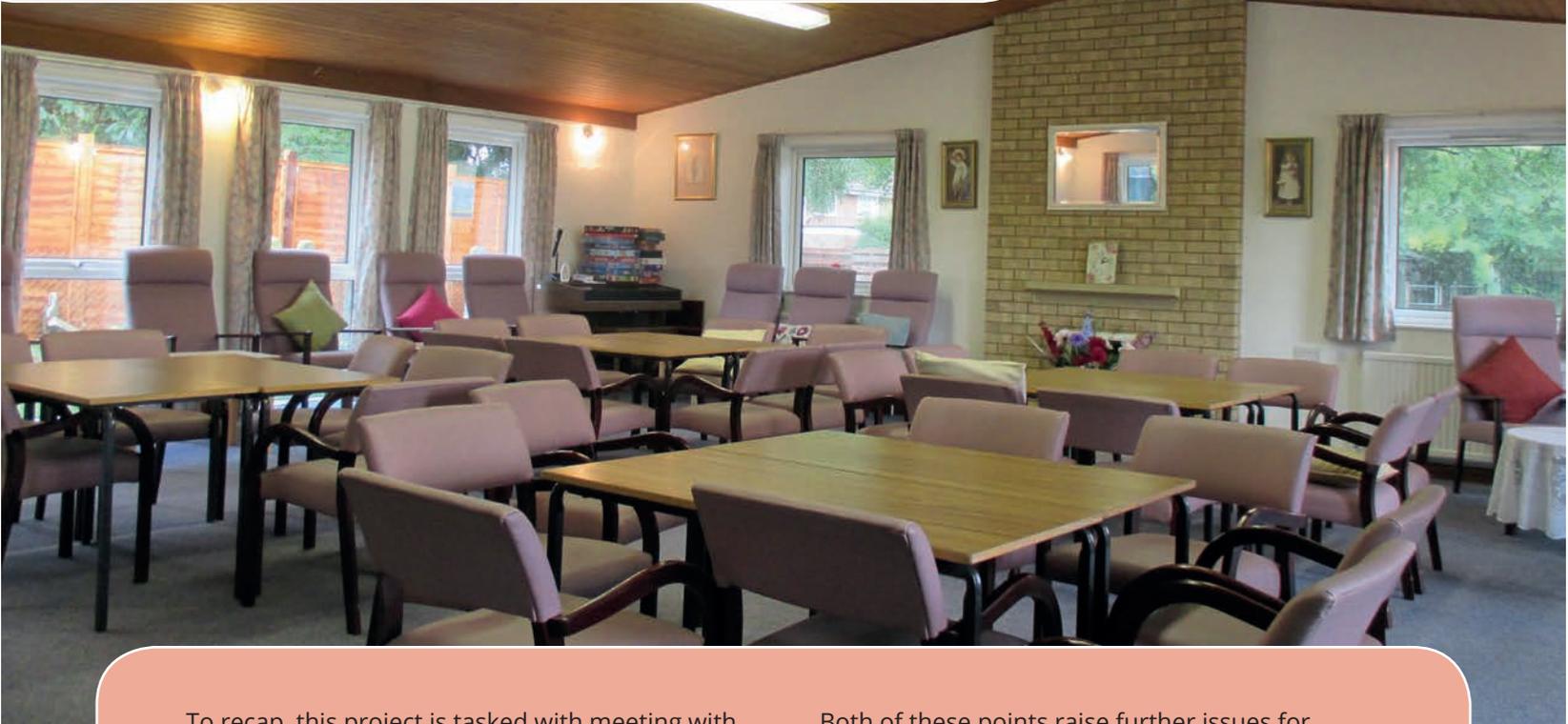


Fill in a simple form, explain what you want to do and how much money you might need, and a panel of elected tenants from your TPG will decide on your grant application.

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

Sheltered Communal Room Review Update



To recap, this project is tasked with meeting with all sheltered residents at each scheme to look at how their communal room is used.

It's been a really interesting summer, we've loved meeting residents and finding out about life on our sheltered schemes. It's been heartening to see many people attending the open days and everyone has had valuable points to discuss regarding the use of their communal room and ideas for the future.

We are hearing two key themes coming out of our discussions with residents:

1. A big drop in communal room use since changing from resident wardens to Estate Officers. Many sheltered residents have come forward to say this has had the biggest negative impact on their use of the room. The resident warden had time to organise events and trips out and these have declined since the service changed.
2. A real appetite to welcome the wider community into the communal room and to involve them in activities such as IT classes, coffee mornings, mobile hairdressers and chiropractors as a way to socialise and combat loneliness. Plus allowing community groups to use the room are just a few of many interesting ideas from residents.

Both of these points raise further issues for discussion including the impact on resident's service charges and how we charge non residents, together with the potential for a new district wide Community Facilitator to offer support and assistance in organising events within the communal rooms.

I would stress that each scheme is individual and this is an overview of the many discussions we have had with residents so far. When we meet with residents we have no preconceived ideas about what to do with the room or how it should be used. The Council is an open book at each of the open days, which is what makes this project so interesting, exciting and quite slow! We do plan to consult with all 42 schemes, however it will take sometime to visit every one and this isn't a project which can be or should be rushed.

So far this summer we have consulted with schemes in Histon, Impington, and Papworth.

We plan to consult with sheltered residents in Sawston towards the end of October.



Lighting Upgrades to communal blocks

An ambitious 18 month project to upgrade and replace ALL lighting in communal blocks was undertaken by SCDC early in 2017. Buildings were assessed in relation to fire safety and designs were carried out to provide the best solution for the safety of residents in relation to emergency lighting and means of escape in the unlikely event of an emergency situation arising.

All blocks have been upgraded to LED lighting with 3 hour emergency provision. Some blocks have had additional lighting added which provides better security 24 hours a day, to reduce the risk of crime and antisocial activities, and emergency lighting for safe access and egress for residents and emergency services.

The project was the result of a successful working partnership with our contractors SSE Contracting and manufacturer ASD Lighting. This close working arrangement meant we were able to complete the project on time and nearly £5000 under budget.

As well as improving health & safety for residents the benefits of the new upgraded LED lighting are:

- Up to 70% savings in running costs.
- Savings on future replacement and maintenance costs.
- Lower CO emissions due to vastly more efficient unit.

This is part of a continued upgrading and replacement strategy for communal areas. The next stage is to look at door entry systems which will be coming over the next year or two, some have already been completed which will add safety and security for our residents.

Eddie Spicer MIET,AESM,ASCP

M&E Surveyor SCDC



Tips for helping you keep warm this winter

With the winter months fast approaching, we wanted to give you some helpful tips to ensure you're keeping yourself safe and warm.

We have included a small checklist for you to make sure you are prepared for the cold weather!

- Turn down the thermostat by at least 1 degree but try to keep the heating to at least 18oC.
- Turn radiators down to 1 or 2 for rooms that aren't used very often.
- If you have Storage Heaters make sure you are on an Economy 7 or Economy 10 tariff.
- Draught-proofing doors and windows looking at the Keyhole, Letterbox, Gaps at top/bottom/around the edges.
- Put layers on – including a hat, winter socks, and gloves/mittens. Thin, warm layers are better than a couple of thick layers as you can take off/put on as needed
- Have a blanket/duvet or sleeping bag over you & Use hot water bottles to keep warm in bed
- Drink hot drinks regularly and have at least one hot meal a day
- Open your curtains and let the sunlight in (but close them at dusk)
- Close doors to block out draughts/keep the warmth in (but not the kitchen doors when cooking and bathroom after a bath/shower)
- Walk around the house every so often and when seated put your feet up (air is cooler at ground level)
- If you can go out, libraries are a good place to sit and read (and keep warm)
- Move furniture away from radiators to help circulate the warm air or put tin foil behind the radiators to reflect the heat into the room.



Winter ready checklist.

- Does your heating work?
- Do you know where your stopcock is?
- Have you tested your lifeline alarm?
- Does your cooker work?
- Have you stocked up on canned goods like soups etc.?
- Are you getting the benefits you're entitled too?
- Do you have enough blankets and warm clothing?
- Do you know the emergency out of hours response number?
(Hint it's on the back page of this magazine)
- Do you have house contents insurance?
- Do you have emergency numbers if you need them?
- Can you contact someone in an emergency?

Are you committing council Tenancy Fraud? If so, ACT NOW!

SCDC are holding a Key Amnesty, which will run from

01/11/2018 to 30/11/2018.



Tenants who are carrying out illegal activity, i.e. sub-letting, at their properties can return the keys and face no punishment.

This does not just involve sub-letting, but also the ‘selling’ of keys, non-residence, persons who have falsely claimed succession or obtained housing by deception. Once the Key Amnesty has passed we shall actively seek out tenants who are illegally using their property and look to prosecute.

The key amnesty is targeted at tenants who:

Illegally sublet – Where the tenant lets out their council home while they live elsewhere, without the permission of the landlord (SCDC). This also includes letting out a room or part of the property without permission inclusive of whether rental is charged or the person residing without permission is a family member or not.

Obtain housing by deception – Where a person gets a council home by giving false information in their application.

Wrongly claim succession – Where a tenant dies and someone, who is not entitled to, tries to take over or succeed the tenancy.

Sells the key – Where the tenant is paid to pass on their

keys to another individual in return for a one-off payment and that individual then takes over the tenancy illegally. The council is determined that most of their limited number of affordable homes are occupied legally by honest tenants.

Our message as a council is clear: if you are an illegal tenant, then we are giving you a month’s grace to hand back your keys and give up your tenancy and no further action will be taken.

However, from 01/12/2018, if you are found to be illegally occupying your home, you risk a criminal conviction, unlawful profit orders and, of course, the loss of your council house.

If you are committing tenancy fraud, this is your opportunity to do the right thing and hand back the key. When you return the key, no questions will be asked.

For more information or to find out how to hand back the keys, call us on 03450 450 051 or email Tenancy.Fraud@scambs.gcsx.gov.uk

Key Amnesty Month

01/11/2018 to 30/11/2018

South Cambs District Council is giving people who are knowingly committing tenancy fraud one month to do the right thing; return the keys, no questions asked.

The Council is hoping that the Key Amnesty will give people knowingly committing tenancy fraud the chance to avoid court, a criminal record and a potential fine by returning the keys to the property without any questions being asked. We hope that by carrying out this exercise we will give families and people in genuine need of full time housing the affordable rent they desperately require. Tenants who are found guilty of illegally subletting their properties are breaking the law and can face up to two years in prison, additionally; they face the potential of an unlimited fine.

South Cambs District Council has over 2400 households and applicants waiting to be housed. A number of these are in temporary accommodation; a proportion of this figure is an unnecessary burden on the public purse and nationally costs the tax payer millions of pounds.

There is further information on the council's website www.scambs.gov.uk

If you believe that someone you know is committing tenancy fraud you can provide details at Tenancy.Fraud@scambs.gcsx.gov.uk or by calling our contact centre and leaving a referral on 03450 450 051

Men's Sheds

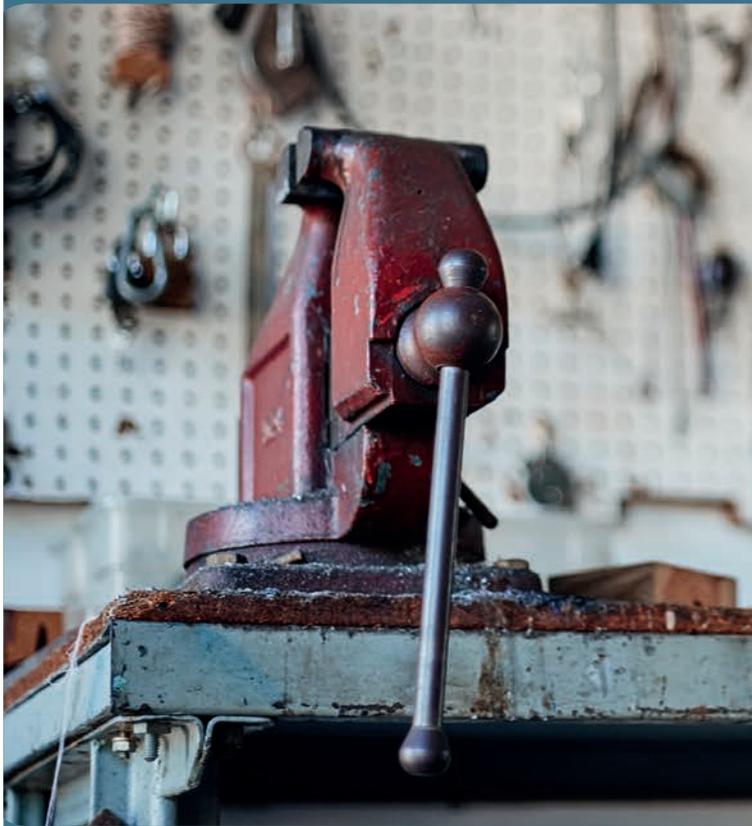


The growing popularity of Men's Sheds has now reached Cambridgeshire, we went to see what they were all about.

We arrived at the Arthur Rank Hospice centre with a degree of excitement to see the first 'Men's Shed' in Cambridgeshire in action.

If you're not familiar with the concept, the Men's Shed Association (MSA) describes them as "a place to pursue practical interests at leisure to practice skills and enjoy making and mending". So, whilst someone doing this kind of work may usually be on their own or not have the space or facilities to try their hand, a Men's Shed offers a social setting, allowing friendships to be built, knowledge to be shared and lots of laughs to be had.

cont.



The idea behind them is to help reduce loneliness and isolation and bring benefits to men's health and wellbeing. Whilst they are generally known as men's sheds, lots of them have female members and they are not just for older or retired people.

They have proven to be very popular across the UK, but until May of 2018 there wasn't one in the county. In stepped Alex who was initially looking for a shed to volunteer in but decided to go ahead and start one himself when he discovered there wasn't one locally. After managing to secure a place to host the shed from (the Arthur Rank Hospice in Great Shelford), he advertised it and was delighted to see two gentlemen arrive eager for the first session.

It was brilliant to be greeted by six smiling faces discussing wood turning when we arrived on the Tuesday afternoon, which was only their fourth session. With a lathe recently secured from an online auction site, they were joined by a gentleman who was giving them an overview of woodturning, the tools that are used in the process and he had generously donated relevant books and DVDs for the group to utilise.

The experience levels in the group varied, from those with only a small amount of experience all the way to some that had previously made furniture for a living. At some point, we had to talk money. How much does it

cost to come? "At the moment it doesn't cost attendees anything. Whilst we couldn't rule it out in the future, we would like it to remain as it is, hopefully funding the running costs by selling the things we make".

"We would also like to build things for the community perhaps in the future, for example if a children's group wanted a little castle building or something, maybe we could help".

We mentioned that this shed had popped up at a recent Tenant Participation Group (TPG) meeting and were met with considerably warm interest. From this reception we knew that there may be other people that would like to go along to a session or get some more information.

You don't need to have even picked up a hammer to join in, people are welcome to just come along to chat and be part of the group.

They currently meet once every fortnight on a Tuesday between 2pm and 5pm. If you would like to go along, or would like some further information, please contact Alex via e-mail on cambridge.mensshed@gmail.com, visit www.arhc.org.uk/arthurs-shed.asp or contact us and we will happily put you in touch.

How to help us improve our services

We rely on your thoughts and comments to help us improve the service we deliver to you, with that in mind; we thought this would be a good time to remind you of the process.

For any thoughts, suggestions, comments or compliments you can log these through:

- our online form on our website, found under Housing – Housing Complaints,
- emailing it to housing.complaints@scams.gov.uk or
- by writing to us: Housing Department, South Cambridgeshire District Council, South Cambridgeshire Hall, Cambourne Business Park, Cambourne, Cambridge, CB23 6EA.

We prefer these are sent to us in writing as it enables us to record them accurately.

Whilst we try our best to deliver first-class customer service at all times, we recognise that sometimes we may not perform as well as we could. If this is the case, please let us know so we can put it right and learn from our mistakes.

You should complain if:

- **You are unhappy about how your enquiry was dealt with**
- **you are unhappy with how an officer has treated you**
- **you are unhappy with our standard of service**

Please include as much details as you feel is necessary and follow one of the contact options above.

What is the complaints process?

Stage one

We hope to resolve your initial complaint at the first stage of the process. The service manager from the relevant area will handle the investigation and work hard to resolve the issue promptly.

Unfortunately, there are some things that we cannot change. We may be legally restricted or the issue may involve other organisations. In these cases, we will explain the situation to you and give you an alternative point of contact.

Stage two

If you are unhappy with the outcome of your complaint then you can request that the complaint be passed to the Head of Service. In this case, you will receive a response within twenty working days of your request being received.

Designated Persons

At any stage during your complaint you can ask for a designated persons assistance to help resolve your complaint with the Housing Service. More information on designated persons is on our website.

Stage three

If you are still dissatisfied with the outcome then you can complain directly to the Housing Ombudsman. The Ombudsman investigates complaints made regarding injustices which arise following poor administration by local authorities.

Full information on the complaints process can be found on our website: <http://www.scams.gov.uk/housing/housing-complaints-and-compliments/>



Support to combat loneliness

Everyone

Loneliness is a bigger problem than simply an emotional experience. It can affect anyone, young or old and can be very difficult to cope with. There are different types of loneliness:

- Emotional Loneliness is felt when we miss companionship of a particular person; such as spouse, sibling or best friend.
- Social loneliness is experienced when we lack a wider social network or group of friends.

It can occur at any time, but can become more difficult at certain times like weekends, bank holidays and Christmas.

If you or someone you know is suffering with loneliness, there are many places where you can receive support. Below is a list of helpful contacts:

Age UK Cambridgeshire & Peterborough

<https://www.ageuk.org.uk/cambridgeshireandpeterborough/>
visiting and befriending scheme.
Tel: 0800 055 6112

Care network Community Navigator

<https://care-network.org.uk/>
Helping you to find activities and services to live a happier, healthier and more independent life.
Tel: 01954 212100
Email: southcams.navigators@care-network.org.uk

Royal Voluntary Service (Feeling well & over coming loneliness)

<https://www.royalvoluntaryservice.org.uk/>
Tel: 0845 608 0122

Campaign to End Loneliness (connections in Older Age)

<https://www.campaigntoendloneliness.org/>
Twitter: @EndLonelinessUK

The Silver Line (helpline for older people)

<https://www.thesilverline.org.uk/>
Tel: 0800 4 70 80 90

Older people

Keep Your Head Adult Mental Health

<https://www.keep-your-head.com/adults>

NHS Mental Health Crisis

Tel: 111 & option 2

Samaritans

Twitter: @Samaritans
 Facebook: @samaritanscharity
<https://www.samaritans.org/>
 Tel: 116 123
 Free to call

Mind

Twitter: @MindCharity
 Facebook: @mindforbettermentalhealth
<https://www.mind.org.uk/>
 Tel: 0300 123 3393 or text 86463

Cambridge Mental Health lifeline

Tel 0808 808 21 21
 Available 7pm – 11pm

Younger people

Centre33 (up to the age of 25)

<http://centre33.org.uk/>
 0333 4141809
 Twitter: @Centre33Camb
 Facebook: @Centre33Cambs
 Email: help@centre33.org.uk

Childline (up to the age of 19)

Twitter: @Childline
 Facebook:
<https://www.childline.org.uk/>
 Tel: 0800 1111

PAPYRUS (up to the age of 35)

<https://papyrus-uk.org/>
 Twitter: @PAPYRUS_tweets
 Facebook: @PAPYRUSUK
 Tel: 0800 068 41 41

Keep Your Head Children & Young Peoples Mental Health

<https://www.keep-your-head.com/cyp>



2018 Garden Competition Winners

This year marked the 37th annual garden awards, a very big thank you to everyone who entered. After 3 full days of judging in July, and some extremely difficult decision making, awards were presented at The David Rayner Centre, Scotsdales, Great Shelford on 14 September.

Winners

Best New Tenant Garden
Mrs Liz Paterson
of Barton



Best Greenhouse Vegetables & Overall Best Kept Garden
Mr Ted Hall
of Bourn



Best Vegetable Garden
Mr Peter Ludman
of Great Wilbraham



Family Garden
Mr Peter Herring
of Girton



Themed Garden
Mrs Sheila Cracknell
of Thriplow



Winners

Wildflower Garden & Best Small Garden Karen & Mark Sanderson of Linton



Best Window Box/ Container Garden & Community Garden Mr John Poulter of Duxford



Wildlife Garden Mr Andrew Neville of Great Shelford



Best Large Garden Mr David Hart of Willingham



Best Greenhouse Flowers Mr Harold Gawthorp of Balsham



Runners Up



Best Greenhouse Vegetables & Window box/container garden – **Mr Harold Gawthorp** of Balsham

Best New Tenant – **Mr Andrew Neville** of Great Shelford

Best Vegetable Garden – **Mr Ted Hall** of Bourn

Wildflower Garden – **Mrs Jean Hall** of Bourn

Wildlife Garden & Overall Best Kept Garden –

Mr Stephan Dobromylski of Swavesey

Best Small Garden – **Mrs Terry Protheroe** of Fulbourn

Best Large Garden – **Mrs Liz Roman** of Haslingfield

We would like to thank:

Scotsdales Garden Centre, Sam Carlton for donating the venue for the presentation, and for giving the winners and runners ups prizes. SCDC Chairman, Cllr Douglas de Lacey and Cllr Hazel Smith for presenting the awards.

A special thank you goes to Katie Rea for taking all the photos of the gardens and being a judge alongside Peter Moston and Helen Pagram doing the difficult job of picking the winners.

Christmas Cake

Prepare the fruit at least overnight by soaking in brandy (couple of tablespoons) and cover.

You will need:

Pre heated the oven to Gas mark 2, 150C or 300F
7 inch round cake tin

Ingredients

- 4oz mixed peel
- 8oz raisins
- 3oz cherries-halved
- 5oz sultanas
- 5oz currants
- 3oz almonds- shelled and chopped
- 6oz plain flour
- 6oz butter
- 6oz white caster sugar
- 4 eggs
- Grated rind of 1 lemon
- ¼ tsp ground nutmeg
- 1tsp Mixed spice
- Pinch of salt
- 1tsp coffee mixed in water (makes cake darker)

Method:

Beat the butter and sugar to a cream.

Add lemon and then the eggs, one at a time. Mix carefully.

Add fruit (including brandy from soaking), flour and spices and mix well and carefully.

The mixture needs to be a soft dropping consistency. Add a small amount of milk until this is reached if needed.

Put in a pre greased/ greaseproof paper baking tin and put in the oven for 2 hours, covering the cake for the last hour of cooking with oven proof paper.



Leek & Potato Soup

Ingredients

- 4 Large Leeks
- 2 medium potatoes peeled and diced
- 1 medium onion, diced
- 2 oz. butter (50g)
- 1.5 pints of stock or water (850ml);
- 10fl oz. milk (275ml)
- Salt and black pepper
- 1 and a half tablespoons of snipped chives or chopped parsley
- 2 tablespoons of cream
- Butter

Serves 4 – 6 people.

Method

Trim off the tops and root of the leeks discarding the rough outer layer, split them in half lengthways and slice quite finely. Wash the leeks thoroughly and drain well.

In a large thick based saucepan, gently melt some butter then add the leeks potatoes and onion stirring them all a round with a wooden spoon so they get an even coating of butter.

Season with salt and pepper then cover and let the vegetables sweat over a very low heat for about 15 minutes.

Add the stock and milk bring to a simmer. Put the lid back on and let the soup simmer gently for 20 minutes or until the vegetables have softened.

Blend the soup in a liquidiser or with a hand held blender.

Return the soup to the saucepan and reheat gently. Taste to check the seasoning and add more if necessary.

To Serve

Stir in snipped chives or chopped parsley and add a swirl of cream.

Dates for your diary

2018/2019 Dates

Leaseholder Forum

Thursdays 10am - 12 noon

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

14 March 2019

13 June 2019

10 October 2019



TPG Meetings

Mondays 6:30pm - 8:30pm

Denson Close, Waterbeach, CB25 9RN

12 November 2018

10 December 2018

4 February 2019

4 March 2019

1 April 2019

13 May 2019

3 June 2019

1 July 2019

2 September 2019

7 October 2019

4 November 2019

9 December 2019

Sheltered Housing Forum

Thursdays 10am - 12noon

17 January 2019 -

Coxs Close, Stpaleford, CB22 5SP

16 April 2019 -

Hall Close, Bourn, CB23 2SW

18 July 2019 -

Chapelfield Close, Sawston, CB22 3SY

17 October -

Wisbeys Yard, Haslingfield, CB23 1NF

**Cambridge
& District**

**citizens
advice**



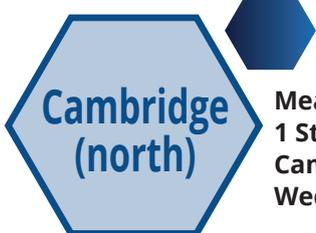
Cambridge and District Citizens Advice is a registered charity that provides free advice and support to any member of the public on problems they face in their everyday lives.

They offer help in relation to a wide range of social welfare areas. They can help you enforce employment rights, manage your money, improve your housing, and access benefit entitlements. They also promote consumer rights, such as protecting people from scams and rogue traders.

If you think you may need advice or support, please visit one of drop in locations around the district and Cambridge:



**Cambridge City Council,
Mandela House, 4 Regent Street,
Cambridge CB2 1BY
Tuesday & Thursday 11am - 3pm**



**Meadows Community Centre,
1 St Catherine's Road,
Cambridge CB4 3XJ
Wednesday 11am - 3pm**



**Girton Community Centre,
St Vincent's Close,
Girton CB3 0PE
Wednesday 1pm - 4pm**



**John Huntingdon Centre,
189 High Street,
Sawston CB22 3HJ
Friday 9.30am - 12.30pm**



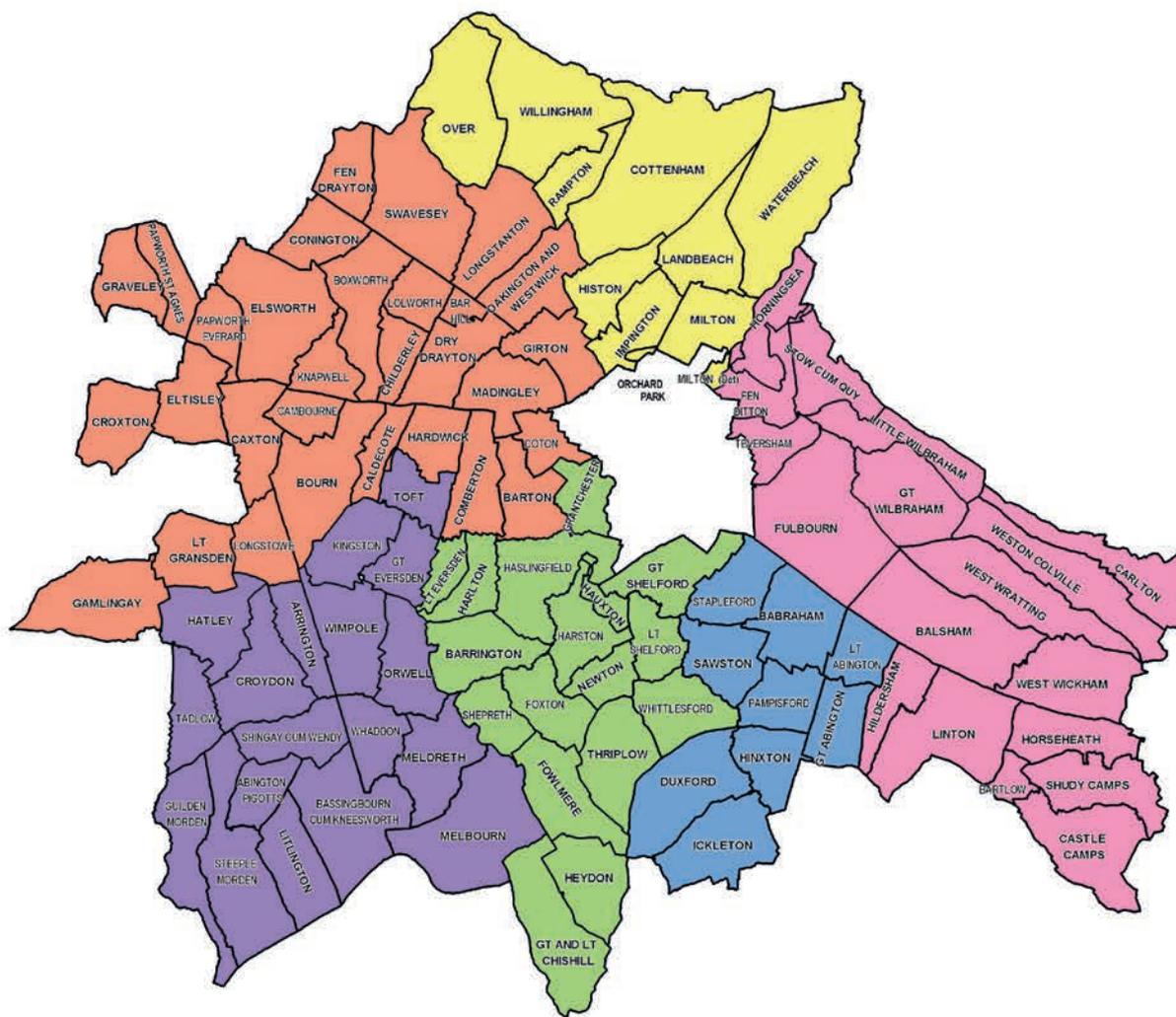
**Trumpington Pavilion,
Paget Road,
Cambridge CB2 9JF
Thursday 11.30am - 2.30pm**

Citizens Advice Tel: 0344 848 7979

Housing Service Areas



Version 1



- | | | | |
|---|------------------------------|---|-------------|
|  | Lucy Savage/
Rebecca Gane |  | Andrew Cole |
|  | Lynne Roberts/
Amy Lovat |  | Simon Booth |
|  | Diane Burnham |  | Carly Freed |



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

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)

Mental Capacity and Deprivation of Liberty

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

Safeguarding Children

For non emergencies, information or advice

Childrens Social Care Services – Tel: 0345 045 5203 8am – 6pm Monday to Friday, for all other times, including weekends & Bank Holidays contact Emergency duty team – Tel: **01733 234 724**

In an emergency – 999. If a child is in immediate danger or left alone, you should contact the police or the ambulance service.

Ofsted – Tel: **0300 123 1231**

Mental Health

Cambridgeshire Independent Advocacy Service

Tel: 01223 218500

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)

Reporting Crimes to the Police

101 – where and immediate response is not required, or to report Honour based or Domestic Abuse.

999 – in an emergency, where an immediate response is required.

Learning Disabilities

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

Voiceability – Tel: 01223 555800
www.voiceability.org

Contact Us

www.scamb.gov.uk

Twitter: @SouthCambs

Facebook: Search 'South Cambridgeshire'

Contact Resident Involvement:
resident.involvement@scamb.gov.uk



Housing Facebook Group:
 Search 'South Cambridgeshire Housing'

Monday – Friday (8am to 5.30pm)

Tel: 03450 450 061 | Benefits
 Tel: 0300 772 9622 | 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