

Autumn 2021



Tenant  
Involvement  
South Cambridgeshire  
District Council

# In South Cambs

## Tenant information and directory



A day in the life of a  
housing officer

Our performance and  
how your rent is spent

How we have been involving  
and listening to tenants

Information and advice from South  
Cambridgeshire District Council for  
our tenants



South  
Cambridgeshire  
District Council

# Contents

|  |    |
|--|----|
| Your tenant representatives            | 3  |
| Tenant working groups                  | 4  |
| Projects you can be involved in        | 5  |
| Estate inspections                     | 7  |
| Involving and listening to you         | 8  |
| How we are performing                  | 10 |
| Neighbourhood issues                   | 12 |
| How to make a complaint                | 13 |
| A day in the life of a housing officer | 14 |
| Sheltered Housing Officers             | 16 |
| Support for older people at home       | 17 |
| Reporting repairs                      | 18 |
| Health and safety in your home         | 19 |
| Taking steps towards home ownership    | 20 |
| Being green to our core                | 21 |
| Domestic abuse advice                  | 22 |
| Find help and support                  | 23 |
| Stay up to date                        | 24 |

## Your home is important – to you, and to us

We are more than your landlord, we are your District Council so, as well as maintaining your homes, we provide a range of services to you, our community of tenants.

### In this issue, we...

- share with you the ways tenants are helping us to improve our housing service – plus information about how you can get involved
- let you know how your rent money is being spent and how we are performing when it comes to repairs, complaints, and building new homes
- give you a glimpse into a day in the life of one of our housing officers
- update you on how we are being green to our core and how you can help us in our commitment to reduce our carbon footprint.

We also offer details of where to get help with domestic abuse, with your mental health, with your finances, with accessing support at home and more.

We hope you take the time to read through this year's publication. We think you will find a lot of new and useful information about how your housing service is working for you.

# Your tenant representatives

**North area** Margaret Wilson and Dave Kelleway

**East area** Wendy Head and John Taylor

**West area** Patti Hall and Peter Tye



Follow us on Facebook  
[www.facebook.com/InSouthCams](https://www.facebook.com/InSouthCams)



# Tenant working groups

Last year we introduced a new way of working with tenants and set up two new boards.

These are the Housing Performance Panel (HPP) and the Housing Engagement Board (HEB). Both groups include tenants, our Head of Housing, and our Lead Cabinet Member for Housing.

These tenant working groups are an opportunity for tenants to ask questions, request new projects and help make decisions regarding a range of housing service issues.

## The Housing Performance Panel

The Housing Performance Panel is chaired by our Head of Housing and includes six tenants. They meet quarterly to look at how many repairs were completed, how long they took, the number of new housing applications, the number of vacant homes being refurbished and much more. They look at issues that are being raised by tenants and will discuss the areas of the housing service that need more work.



## The Housing Engagement Board

The Housing Engagement Board looks at future projects to help ensure tenants' voices are involved. They help set policies, feed into how we manage resources and consider how we can best serve all our tenants fairly.

Did you know you can read the minutes and see performance data and other reports on our website?  
➔ [www.scambsgov.uk/tenant-working-groups](http://www.scambsgov.uk/tenant-working-groups)

## Tenants working with us - for you

This year we asked tenants to look at our plans for the year and pick the key projects they felt were the most important to work with us on. If you would like to get involved in any of the projects please get in touch, or sign up to our feedback forum (details on page 6).

✉ [resident.involvement@scambsgov.uk](mailto:resident.involvement@scambsgov.uk)



# Projects tenants can be involved in

Get in touch with us through our feedback forum if you'd like to be involved in any of the following six projects.

## New repairs contract

We know maintaining your home is one of the most important parts of the housing service. Much of the money for the repairs, safety, and refurbishment of your homes comes from your rent. So, it is essential that tenants have a role in the review of our repairs contract.

We have been working with tenants to review our current service and define what needs to be in a new contract. Tenants will be involved in shortlisting and will help us select the right contractors.

Later in the year, they will help us work with the contractor to make sure that we establish priorities, deliver great customer service, and look at how we will manage and monitor the new contract.

Tenants have been very much at the heart of the repairs contract tendering process.

## Tenant satisfaction survey

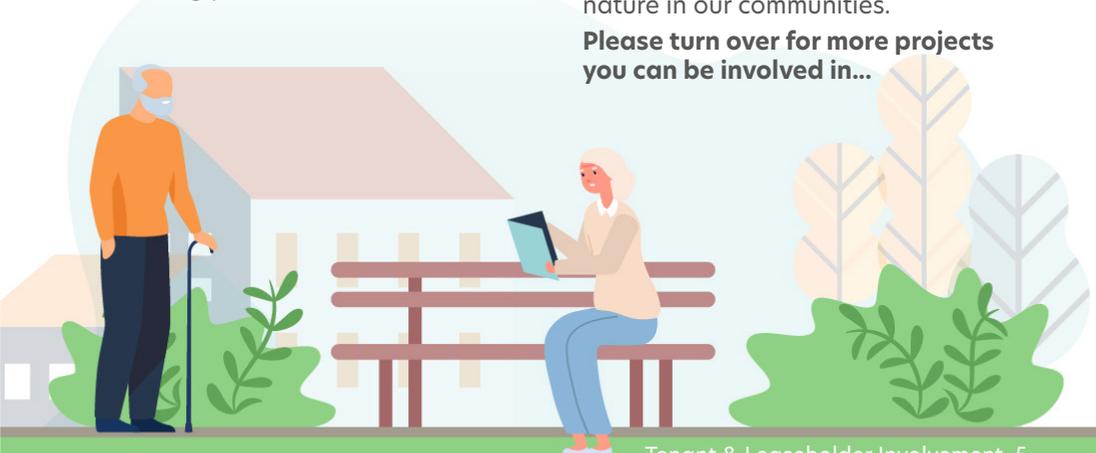
How do we know if our tenants are happy with their service? What is important to them? What do they want to change? How do we compare to other social housing providers?

So many questions, but, are we asking the questions you want? Tenants are helping us to develop a survey to find out how satisfied our tenants are, to look at the results and to figure out how we can use the information to improve our services.

## Doubling nature projects

We are looking at how we can increase the number of trees, as well as create more habitats for bees, insects, and birds, in our communal areas. We want to create lovely, easy to maintain areas that everyone can enjoy. Tenants will be involved in how and where we can encourage more nature in our communities.

**Please turn over for more projects you can be involved in...**



Continued from page 5...

## Communal areas in flats

If you live in a flat then you will know your communal area isn't regularly cleaned, currently. When the rent was set, it didn't include the cost of regular cleaning as, at the time, tenants would organise to clean these areas themselves. This doesn't seem to be the case anymore. We are going to visit communal areas, talk to residents, and see how we can improve communal areas.

## Tenancy tenure review

Nine years ago the Government introduced 10-year fixed-term tenancies. The idea was that it would be a way to review tenants' circumstances after this time - asking questions such as 'Are tenants in the right size property?', 'Are tenants in the right location?', or 'Could tenants move to privately rented homes?', which would free up properties for others. But, has it worked? Is it fair? What do tenants want? We want tenants to help us review the fixed-term tenancy policy and see if we want to keep, change, or modify it.

## Evaluation of tenant engagement projects

It is great that we are involving tenants in important projects, but how do you know whether tenants were really listened to and whether their views helped influence the decisions? There is a project for that too! Tenants are working with us to develop a project plan and evaluation tool. Every tenant project will be evaluated to see how well the project was run and whether the tenants on the project are satisfied with the outcome.

Get involved with any of these projects through our feedback forum.

Our feedback forum is a way for you to get involved as little or as much as you like and give us feedback about the things you think are important.

You can sign up to answer surveys, be involved in working groups or review our policies. You decide.

We've asked for feedback on things like our website, annual report, and the new online services for hou:

Get involved

➔ [www.scams.gov.uk](http://www.scams.gov.uk/get-involved)  
[/get-involved](http://www.scams.gov.uk/get-involved)





## Estate inspections

**Our tenant volunteers and housing officers went out on estate inspections from April to October this year, covering two estates each month.**

We let tenants know when the next inspection is taking place in our monthly newsletters and on our Facebook page.

Our online form lets you report any issues you think we should be aware of, so we can pick these up on our visit and see what action needs to be taken. This year we had over 30 helpful comments, highlighting things to look at, such as:

- overgrown hedges that were causing obstructions
- trees which had low hanging branches which posed a danger
- dead trees which needed to be removed
- pathways which needed to be cleared of overgrown weeds
- fences that needed to be repaired or replaced
- fly-tipping.

Some issues that we couldn't deal with, but we were able to report to the right authorities, were:

- potholes and damaged pavements
- drains and drain covers
- damaged concrete water markers
- broken street name signs.

Our website will be updated early next year with the 2022 schedule of estate inspections. You can find the form on our website or follow us on Facebook for updates on when and where the estate inspections will happen and how to report your concerns.

[www.scambsgov.uk/get-involved](http://www.scambsgov.uk/get-involved)

[www.facebook.com/  
InSouthCams](https://www.facebook.com/InSouthCams)

# Involving and listening to you

You pay your rent, take care of your home, and should have a say in how your homes and communities are being managed. These are some examples of the work we are doing so far to listen to and involve our tenant community.

## Words matter

We refer to your home on our website, on Facebook and in our e-newsletter. It's important to you, and us, that everyone recognises that where you live is not just a property to be managed. It is a place where all the important things in your life happen, and you are a member of the community.

We may be your landlord and we have responsibilities to maintain your home, but it is your home and we should be respectful of that. That's why we are reviewing and changing the language and words we use when we communicate with you.

## Tenants have a say

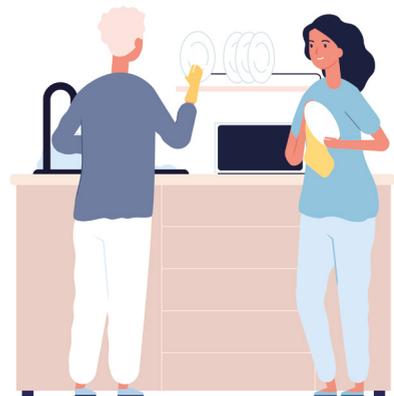
We have tenant volunteers on the new repairs contract working group. They have joined councillors, consultants, and housing and finance staff in the tendering process for our repairs service. They will be involved in deciding what needs to be in a new contract, shortlisting, and then selecting the new repairs and maintenance contractor. The successful bid will be announced in the new year.

## Recruiting the right people

When we recruited a new Service Manager for Housing Assets (heading up repairs, maintenance, and compliance), tenants were involved with the selection process. We had four tenants who wrote interview questions and scored the candidates on their answers and the presentations they gave. Having tenants involved at the very beginning showed the new manager that tenants' opinions matter!

## Estate inspections

Before we carry out estate inspections, we ask tenants in that area to send us their comments via our e-newsletter and Facebook. The tenant inspectors and the housing officers for that area go through each comment during the inspection, to make sure that those issues are addressed.





## Tenant choice

The outside of some of our blocks of flats were looking a bit shabby and needed some attention, so we did some work to update them. We made sure we involved the tenants living in the homes in decisions around the colour and look of the planned work.

## Influencing policy

We have developed a new policy process that starts off by seeking tenants' views before a policy is written. Our housing policies will always go to the Housing Engagement Board for comments before they are signed off.

## A year of projects with tenants

This year we got together with our tenant representatives to ask them to look at our plans for the housing service over the next year and choose the key projects they felt were most important to our tenant community. They could then select which of these projects they would like to be involved in as part of a working group.

The projects without a working group will still report to the Housing Performance Panel and/or the Housing Engagement Board so they can ask questions, provide comments, or make suggestions.

Find out more about how you can get involved.

🖱️ [www.scambs.gov.uk/get-involved](https://www.scambs.gov.uk/get-involved)

✉️ [resident.involvement@scambs.gov.uk](mailto:resident.involvement@scambs.gov.uk)

# How we are performing

Every year we publish an annual report for tenants and leaseholders to let you know how we have been performing.

The full report can be found on our website, but here are some of the highlights.

👉 [www.scambs.gov.uk/tlnews](http://www.scambs.gov.uk/tlnews)

## How your rent is spent

Have you ever wondered how we spend the money collected from your rent? We have broken down the different areas we will spend a weekly rent of £104.97 on.

|                         |        |
|-------------------------|--------|
| ● General Management    | £8.88  |
| ● Repairs & Maintenance | £40.07 |
| ● Resident Involvement  | £0.53  |
| ● Sheltered Housing     | £0.49  |
| ● New Builds            | £28.09 |
| ● Loans                 | £24.82 |
| ● Other                 | £1.63  |
| ● Outdoor               | £0.46  |



How your rent is spent

## Pandemic impacts on our service

Our repairs service was suspended with only emergency repairs being carried out during lockdown. There were also repairs staffing shortages due to illness.

Letting new homes was suspended during the first lockdown.

The time it took us to get homes ready to re-let after a tenant moved out was affected by many factors. Our target before the pandemic was to re-let a council home within 17 days of it becoming available. It has taken us considerably longer to re-let homes over the past year, ranging from 52 days to over 100 days.

Some of the reasons for this are:

- Homes were left with items needing to be removed, and cleaning and repairs needed, due to tenants not being able to access help from friends/relatives, plus limited access to household recycling centres and cleaning products
- Staffing issues with contractors and sub-contractors to do work needed to be able to re-let the home
- Once lettings were started again there was a reluctance from tenants to move during the pandemic.

## 2020 to 2021 repairs

We carry out your repairs service in partnership with Mears.

**We completed 9,096 repairs to your homes.**



This was less than the previous year, which was 12,547, because only emergency repairs were carried out during lockdowns.



## In 2020 to 2021, we...



Installed **183** new windows



More than previous year (117)



Installed **62** new bathrooms



More than previous year (58)



Installed **224** new boilers



More than previous year (222)



Kept **96%** of our appointments



Same as previous year (222)



## Providing affordable homes

On 1 March 2021 there were 1,763 households on the housing register waiting for an affordable home.



More than last year, which was 1,130



Let **356** council homes



More than previous year (284)



Nominated people to **198** of our partner housing association homes



Less than previous year (253)



Built **71** new affordable homes



More than previous year (33)



Agreed **32** mutual exchange applications



Less than previous year (35)



# Neighbourhood issues

## Parking spaces

Your home was built with limited parking, usually one car per household. Modern life means households often have more than one car, which can cause a shortage of spaces. If you have a parking problem or dispute, contact your housing officer to discuss the issue before it escalates.

We don't allocate parking spaces so please be considerate with parking. Only park on hardstanding surfaces and avoid parking on grassed areas. If you would like to create a hardstanding or driveway, you can apply online for this work.

👉 [www.scams.gov.uk/tenant-alterations](http://www.scams.gov.uk/tenant-alterations)

## Noise complaints

If noise is bothering you, it is best to first talk to the person that is causing the noise and try to find a compromise. They may not have realised how their behaviour has affected you. If this isn't an option, report it to us.

✉ [duty.housing@scams.gov.uk](mailto:duty.housing@scams.gov.uk)

## Graffiti and vandalism

Our tenants can report vandalism or graffiti to us. Please include the exact location and details of the parties involved if known. A photo of the graffiti or vandalism is also helpful.

✉ [duty.housing@scams.gov.uk](mailto:duty.housing@scams.gov.uk)

The housing team cannot address all issues. Hate crime, drug dealing, harassment or intimidation, day drinking, and other anti-social behaviours should be reported to the police.

It is useful to let the housing team know, but we don't have the power to act on criminal matters. Call 101 for non-emergencies or you can report several issues to the police online.

👉 [www.cambs.police.uk](http://www.cambs.police.uk)



# How to make a complaint

We always want to do our best to deliver a great service, but we know that sometimes we may not perform as well as we could.

We want to know when this happens 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.

## There are many ways you can make a complaint to us, including:

Using our online form

🖱 [www.scambs.gov.uk/contact-us](http://www.scambs.gov.uk/contact-us)

Writing an email

✉ [feedback@scambs.gov.uk](mailto:feedback@scambs.gov.uk)

Calling us

📞 01954 713 000

Writing a letter

✍ South Cambridgeshire Hall,  
Cambourne Business Park,  
Cambourne, CB23 6EA

## Compliments

We also like to hear about the great things our team are doing so, if you have a compliment for one of our team, you can let us know in the same way.

## 2020 to 2021 feedback

- ⬆ We received 100 complaints. More than last year (73)
- 11 of those complaints reached Stage 2 of the complaints process
- 1 complaint reached the Housing Ombudsman
- ✓ 81% of complaints were answered within 10 working days. Less than last year (87%)
- ✓ We received 80 compliments. Less than last year (88)



# A day in the life of a Housing Officer

Victoria shares a glimpse into a typical day in the life of one of our housing officers.

**8am**

I open my laptop and log in to find out what emails and queries may have come in.

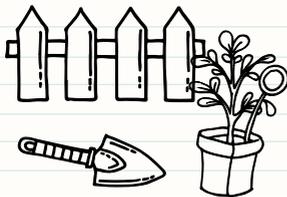


**8.45am**

I leave the house and travel to my patch of the district. I visit some of our new tenants to find out how they have settled in. It's lovely to see what our new residents have done with their homes and to talk about their experiences moving in.

**11am**

A concern about a resident in my area has come in, so I drop by to check if everything is OK. I help them contact some agencies who can assist with their concerns and arrange to visit regularly to check in on them. Residents' welfare is our top priority and comes before everything else.



**11.45am**

I have an estate inspection to carry out, identifying any concerns with overgrown trees, gardens, trip hazards. During these visits it is a good opportunity to meet tenants and discuss the area. Find out more about estate inspections on Page 7.



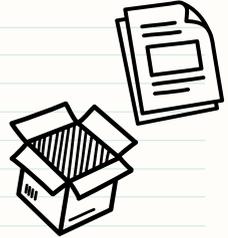
Victoria is one of a team of housing officers who provide support and guidance on a number of tenancy issues. You can contact your housing officer too.

✉ [duty.housing@scambs.gov.uk](mailto:duty.housing@scambs.gov.uk)

☎ 01954 713 000

## 12.30pm

I am signing a family up for their new home, explaining how their tenancy works and answering any questions they have about the house and the local area.



## 1.30pm

After grabbing a quick lunch, I meet with the daughter of a tenant who has sadly passed away. We discuss what work would need to be done in the bungalow before they return the keys to us. It is always a difficult conversation to have, but we are empathetic and understanding in these situations.

## 2.30pm

A visit to a neighbour dispute over car parking. Listening to both parties' needs and opinions, we work out a way to resolve the issue to suit both households. While we are happy to help with these, sometimes a casual chat between neighbours goes a long way to ease the tension!



## 3pm

It's back home to catch up on my admin, such as preparing tenancy paperwork, replying to emails or updating tenancy notes, and planning my schedule for the next day.





## Sheltered housing officers – here to help

**You should already have the contact details of your sheltered housing officer, but if you don't, you can find them on the notice board in your communal room.**

Sheltered housing officers can be contacted between 9am and 5pm, Monday to Friday. Each sheltered housing officer is responsible for several areas and they divide their time between those areas.

Your sheltered housing officer is there to provide you with support, deal with emergency situations and help you access other services you might want or need, such as home care, or a meal delivery service. They are not on duty 24 hours a day, and cannot provide nursing or home care services.

### What do sheltered housing officers do?

- Viewings, sign-ups and inductions for new tenants and leaseholders
- Visits to new tenants after six weeks, and again after 36 weeks
- Addressing tenancy issues such as rent arrears or neighbour disputes

- Wellbeing checks for those identified as needing them
- Risk assessments and assessing support needs with the possibility of referring you to our visiting support team
- Installing lifelines, testing and collecting equipment
- Estate management, grounds maintenance concerns, and improvements
- Management of the communal facilities
- Facilitating activities for residents and older people in the community.

Your sheltered estate officer can also offer advice to you and your family about other services and support available locally.



Managing supported housing is **Shirley Stephen**, our Community Impact Team Leader.



# Services for older people at home

## Visiting Support Service

Our Visiting Support Service can help you to remain independent in your own home for as long as possible. They offer a flexible, practical service and provide emotional support. They can work with you to find solutions for personal care, cooking, laundry, shopping and gardening.

They can also offer advice on:

- debt and budgeting
- understanding and claiming your benefit entitlements
- finding local groups and social clubs for you to join.

They can assist you in getting the help that you need to remain independent within your own home.

This is a needs-based service and all new referrals are visited in the first instance for a needs and risk assessment. They will assess the level and type of support needed.

**Call us for further information on the Visiting Support Service.**

📞 01954 713 000

## Community Lifeline Service

The Community Lifeline Service provides a worn pendant alarm which, when pressed, contacts a response centre so that help can be raised.

The contact centre will arrange for the appropriate help and, in a crisis, the emergency services can be called.

- Help available in your home, at the touch of a button
- Trained operators via the contact centre to assess your situation
- Arrange for next of kin, neighbours, friends, or the emergency services to be called
- Peace of mind for you and your family

**Contact us for further information on the Community Lifeline Service.**

✉ [lifelines@scambs.gov.uk](mailto:lifelines@scambs.gov.uk)

📞 01954 713 470 or 01954 713 370

# Reporting repairs

📞 Call our free repairs hotline: 0800 085 1313

## What we will ask for

When you report a repair, we will ask for the following information:

- your name and address
- dates and times we can have access to your home
- phone number and email address (if appropriate)
- full details of the repair being requested.

## Repair response times

- Emergency repairs – will be completed within 24 hours
- Non-urgent repairs – will be completed within 35 days

## Emergencies include one or more of the following:

- a total loss of electric power or water supply
- uncontrollable water leak
- the only toilet being blocked, leaking or not flushing
- an insecure ground floor window, door or lock.

## Intentional damage

Where damage has been caused intentionally, such as through vandalism or burglary, you will need a Police Incident Number before reporting the damage to us. You can do this by calling 101, the non-emergency police number.

## Accidental damage

In instances of accidental damage, for example, a cracked hand wash basin or broken toilet pan, it will be the tenant's responsibility to repair or renew these items.



## South Cambridgeshire staff overseeing our repairs service



Eddie Spicer | Service Manager for Housing Assets



Wayne Newman | Operations Manager



Alexandra Pelling | Asset and Compliance Manager

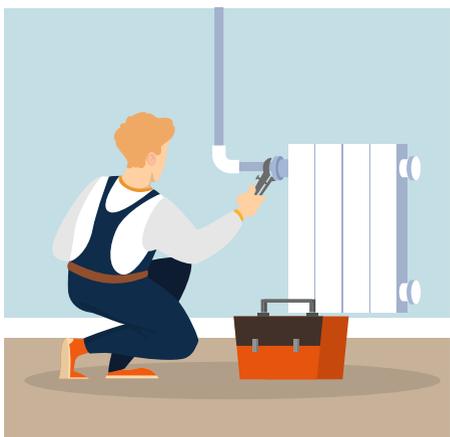
# Health and safety in your home

## Your home's safety and security is very important.

There are some laws, processes, and procedures that we follow and put in place for the safety of all our tenants. There are also some actions that you can take to help keep your home safe.

### What we are doing to keep your homes safe

-  **Gas safety** - we carry out a service of your gas heating appliance annually.
-  **Electrical safety** - we have a five-year cycle of hard wire testing of homes.
-  **Fire safety** - communal areas and flat blocks have a risk assessment carried out annually.
-  **Asbestos** - a survey is completed before any planned works are done to your home.
-  **Water safety** - legionella surveys in communal rooms have been completed and checks are done monthly to make sure the water systems are operating as they should to prevent legionella.



### What you can do to keep yourself safe

- Clean and test your smoke alarms regularly and check and change the batteries.
- If there is a communal area outside your home, keep yourself and your neighbours safe by keeping the areas clear and not blocking emergency escape routes.
- Your gas heating appliances are serviced regularly. But if you suspect a gas leak or smell fumes, call the National Grid immediately on 0800 111 999.
- If you have other appliances that run on gas, such as cookers or gas fires, our contractor can inspect them to make sure they are safe to use.

### How would you replace personal items in the event of a fire, theft or flood?

As your landlord we are responsible for the building itself, but we aren't responsible for replacing any of your personal possessions, or any damage done to the property that you may be held responsible for.

As a tenant, you are responsible for insuring your personal possessions.

Contents insurance is designed to assist in covering the cost of replacing items in the event of a fire, theft, or a flood.

### Are you covered?

# Taking steps towards home ownership

## Your right to buy your home

Did you know you could have the right to buy your home if you've been a tenant of a council or housing association home for at least three years?

Your tenancy doesn't have to have been with this council, or in your present home, to qualify. Time spent as a tenant of another council or housing association could count towards your qualifying time.

You can apply for the right to buy jointly with members of your family who have lived with you for the past 12 months, or with someone who is a joint tenant with you.

## Things to consider

Buying your home is probably the biggest financial decision you will ever make. Once you have bought your home you will be responsible for all the costs in maintaining it, including routine repairs, major structural repairs, and any improvements.

Find out more online about what to consider before deciding, and the process of buying your council home, including advice and agents who can help you through the application process.

👉 [www.scams.gov.uk/rtb](http://www.scams.gov.uk/rtb)

👉 [www.ownyourhome.gov.uk](http://www.ownyourhome.gov.uk)

## Building more council homes

There is always a high need for more affordable homes in South Cambridgeshire.

We are committed to building new homes for council tenants that are truly affordable to live in. All our new homes are built to high specifications and are energy efficient with double glazed windows. Some homes also have solar panels or are powered by air source heat pumps, as part of our commitment to be green to our core.

Some of our new homes will be available as affordable rent properties. Once they are complete, they will become available through Homelink.

👉 [www.Homelink.org.uk](http://www.Homelink.org.uk)

The rest of our new homes will be available through a shared ownership scheme, a way to buy a percentage of a home, which can be increased over time. Even before these homes are complete, they will be advertised privately. Find out more about registering for shared ownership on our website.

👉 [www.scams.gov.uk/housing](http://www.scams.gov.uk/housing)



# Being green to our core

## What we are doing

We are committed to being green to our core and creating a cleaner, greener, zero-carbon future for our communities.

## Work we have done so far includes:

- installing renewable energy measures at our main Council office building, South Cambs Hall
- adopting a Doubling Nature Strategy to plant more trees and enhance wildlife habitats in the district
- upgrading our streetlights to LED to reduce energy consumption and save parish councils money
- purchasing our first electric bin lorry and three smaller electric vans
- conducting a survey of our council tenants' homes to identify where work is needed to improve energy efficiency.

## What you can do

Recycling is always better than throwing things away, but it does use energy to turn waste materials into new products. There are some other 'R's that can come before recycling. Here are a few of them.

### Reduce

- Only buy the food you need. It sounds simple but food waste makes up the largest amount of the waste we throw away.
- Find out where your local re-fill shop is to reduce plastic packaging and re-fill your containers.

👉 [www.scams.gov.uk/refill-shops](http://www.scams.gov.uk/refill-shops)

### Re-use

- Washable nappies and wipes: did you know, changing just one nappy per day to a washable (saving 365 disposables in a year), would save about half a tonne of waste?
- Have you thought about switching to re-usable products such as straws, razors, and menstrual products, instead of the single use disposable options?

### Repair

Repair Cafés bring together people who like fixing things with people who have things that are broken, such as electronics, household gadgets, tools, toys, clothes, jewellery, and bikes.



Find out more on our website.

👉 [www.scams.gov.uk/recycling-and-bins/reducing-waste](http://www.scams.gov.uk/recycling-and-bins/reducing-waste)

# Domestic abuse advice

Every hour of every day the police receive 100 calls about domestic abuse. Anyone can experience domestic abuse, regardless of gender, age, sexuality, ethnicity and background.

We know it isn't easy or always possible to just leave. We can work with you, to get you the support you need, whether that is help to manage in your relationship, help to plan to leave, or help to support abusers who want to change their behaviour.

We work with people and organisations who understand domestic abuse. We won't judge you or force you to do anything, we are there to listen and to assist you. It is always your decision on what you want to do. We are here to let you know your options, where to get benefits, housing, or legal advice, and to offer support.

Domestic abuse can lead to serious harm and have a lasting impact, not only to the victim, but also to any children involved. There is help available from people who understand how difficult it can be for families.

## Contact housing advice for support

👉 [www.scams.gov.uk/domestic-abuse](http://www.scams.gov.uk/domestic-abuse)

📞 01954 713 000

## Further support

### National Domestic Abuse Helpline

📞 08082 000 247

👉 [www.nationaldahelpline.org.uk](http://www.nationaldahelpline.org.uk)

### Women's Aid Cambridge - helping women experiencing domestic abuse

📞 01223 361 214

👉 [www.cambridgewa.org.uk](http://www.cambridgewa.org.uk)

### Men's Advice Line - supporting men experiencing domestic abuse

📞 0808 801 0327

👉 [www.mensadvice.org.uk](http://www.mensadvice.org.uk)

### Galop - domestic or sexual abuse support for lesbian, gay, bisexual and trans people

📞 020 7704 2040

👉 [www.galop.org.uk](http://www.galop.org.uk)

### Respect - helping abusers who want to change their behaviour

📞 0808 802 4040

👉 [www.respectphoneline.org.uk](http://www.respectphoneline.org.uk)

### Action on Elder Abuse - elder abuse can be inflicted by partners, children, and trusted carers

📞 0800 069 9784

**Always call 999 in an emergency.**

If you are unable to talk, stay on the line and press 55 when prompted.

# Where to get help and support

## How to contact the Council

Visit our website where you can complete many tasks in your own time, at your convenience.

👉 [www.scambs.gov.uk/housing](http://www.scambs.gov.uk/housing)

We now have a new phone number to replace our 03450 numbers for our services such as Housing, Environmental Health, Council Tax and Benefits.

For all council services you can call one number:

📞 01954 713 000

For housing repairs, the existing number is staying the same. You can continue to report repairs on our 24 hour repair line.

📞 0800 085 1313

## Employment and online learning

For advice on employment

👉 [www.gov.uk/find-a-job](http://www.gov.uk/find-a-job)

For 14 to 24 year olds

👉 [www.youthemployment.org.uk](http://www.youthemployment.org.uk)

Learn my way

👉 [www.learnmyway.com](http://www.learnmyway.com)

## Financial

Cambridge & District Citizens Advice

📞 0808 278 7808

👉 [www.cambridgecab.org.uk](http://www.cambridgecab.org.uk)

Universal Credit Help to Claim line

📞 01223 618 594

National Debt Helpline

📞 0808 808 4000

👉 [www.nationaldebtline.org](http://www.nationaldebtline.org)

## Wellbeing

If you are having a mental health crisis you can access support any time.

📞 NHS 111 Select option 2

For confidential support for people experiencing feelings of distress, despair, or suicidal thoughts, contact the Samaritans.

📞 116 123

👉 [www.samaritans.org.uk](http://www.samaritans.org.uk)



# Stay up to date

Follow us on Facebook for regular updates on your housing service and signposts to other useful local services

[f www.facebook.com/InSouthCams](https://www.facebook.com/InSouthCams)

Sign up for our e-newsletters directly to your inbox every month

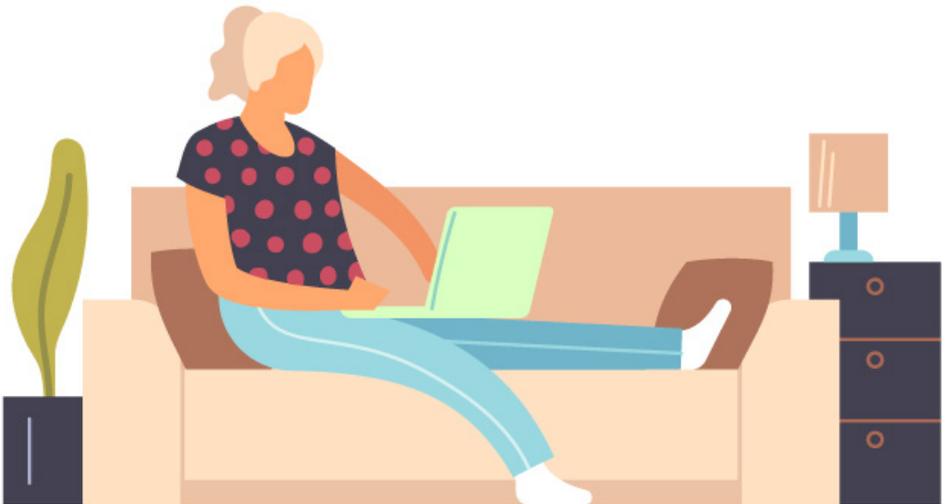
[🖱 insouthcams.eo.page/newsletter](https://insouthcams.eo.page/newsletter)

Find out more on our website

[🖱 www.scams.gov.uk/get-involved](https://www.scams.gov.uk/get-involved)

Email us

[✉ resident.involvement@scams.gov.uk](mailto:resident.involvement@scams.gov.uk)



Information and advice from  
South Cambridgeshire District  
Council for our tenants



South  
Cambridgeshire  
District Council