

Tenant & Leaseholder

Issue 11 Winter 2017

Orwell fundraiser & Whittlesford archaeology

Keeping warm this winter

Competition inside!

+PLUS

Digital Champions

Best Kept Garden Awards

Universal Credit



South Cambridgeshire District Council



Welcome to the Autumn/Winter 2017 edition of your Tenant and Leaseholder News

Welcome to the winter edition of our twice yearly magazine which we currently send out to all South Cambridgeshire District Council's tenants and leaseholders.

The magazine is produced by officers under the direction of the editorial panel made up of Tenant Participation Group representatives to whom we give a big Thank You: Wendy Head, Angela Lewell, Joan Ball, Edna Ingrey, Jim Watson, Helen Ballantyne, Carol Akribi and Dave Hammond.

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

Inside you will find articles covering a wide range of topics including a summary of our annual performance report for 2016/17 and tips on keeping warm and staying safe this winter. There are updates on our district wide drainage surveys and the tenancy survey visits we have been carrying out some of which, we are pleased to report, resulted in a street party taking place for local residents.

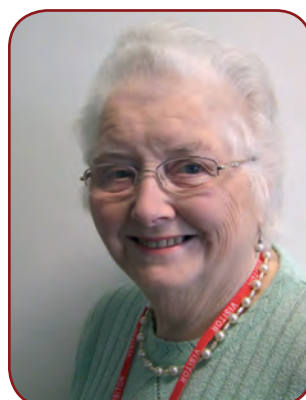
On a digital theme there is an advert for our new housing Facebook page which has a slowly growing membership and we are hoping to recruit and support some digital champions across the District in the New Year to help support more residents getting on-line.

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

Wendy Head - Chair of Tenant Participation Group



Linda Harford
Housing Portfolio Holder



Wendy Head
Chair of Tenant Participation Group

Contents

News	3
Features	10
Gardening Awards	18
Competitions	20
Your Magazine	22
What's on?	25
Useful	26

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

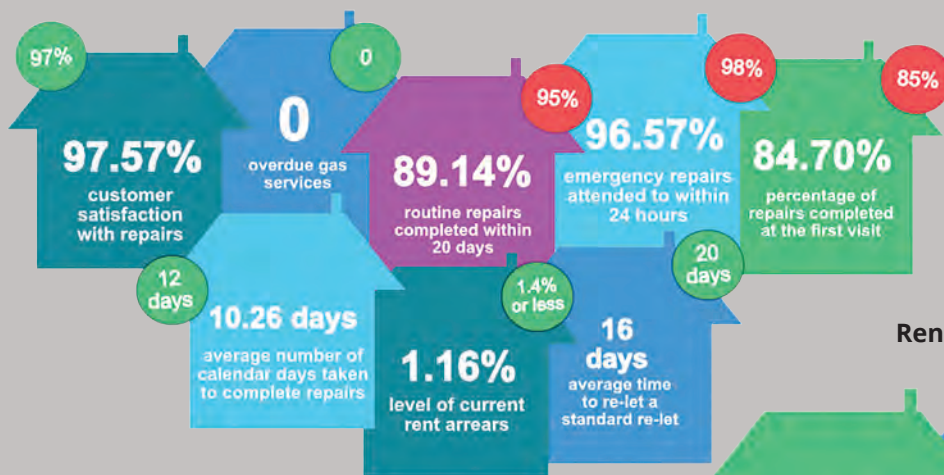
Annual Report Summary

Here is an overview of our housing performance information and a breakdown of how your rent has been spent during the 2016/2017 financial year. This is calculated by taking the average weekly rent that is charged for our properties, 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.

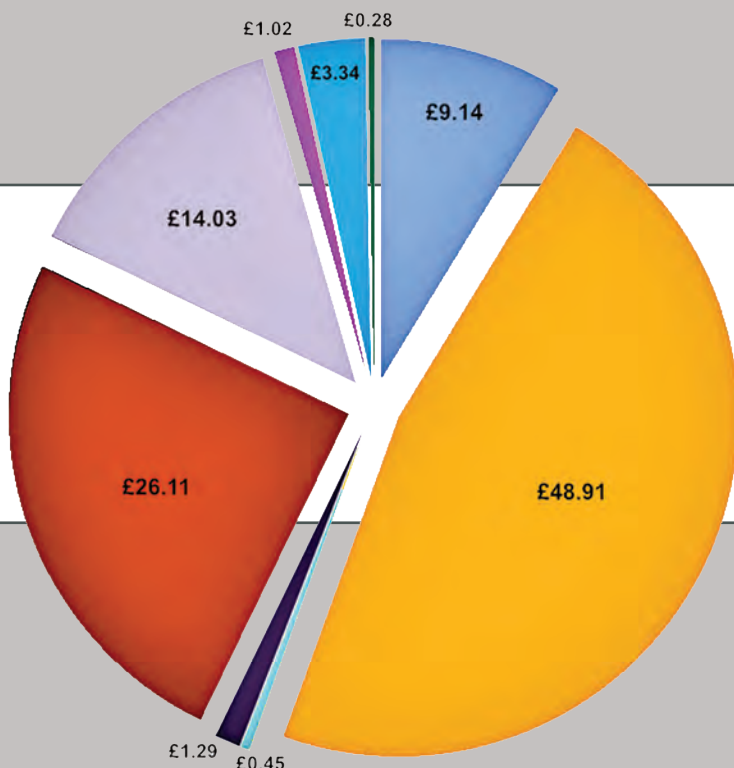
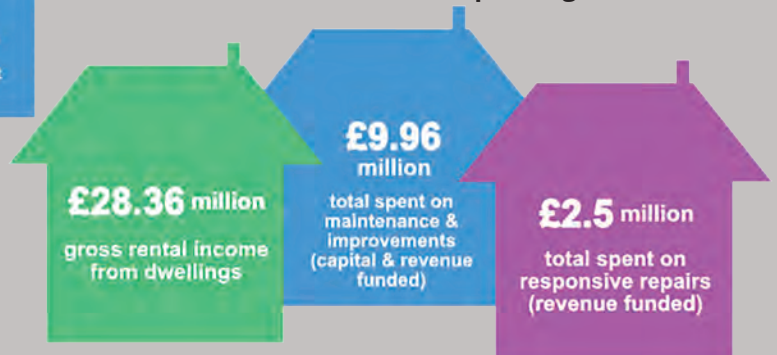
The full annual report is available to view on our website at www.scams.gov.uk/housinglar. It includes lots of statistics about repairs, maintenance, telephone performance, developments, projects and more.

Some more stats from our Annual Report, for more information please visit: www.scams.gov.uk/housinglar



The circles represent our targets for the year; targets which have been met or exceeded are coloured green.

Rental income and spending stats



- General Management
- Repairs & Maintenance
- Outdoor Maintenance
- Sheltered Housing
- Loan
- New Housing Provision
- Resident Involvement
- Spending deferred to future years for major capital improvements/new build
- Other (net)

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

Caring for your drains

South Cambridge District Council is working closely with Drain Doctor who has a contract to survey all the domestic drains of the Councils housing stock in the next few years. During these investigations they use high tech cameras to create 30 health checks of your drainage networks.

There is a common misconception that many items can be flushed into the drains. Although there are few exceptions, your drains should not be used liberally as rubbish bins. Improper use can potentially lead to blockages, sewage overflow, unnecessary repair and replacement costs, and toxic environmental problems and damaged sewage treatment centres.

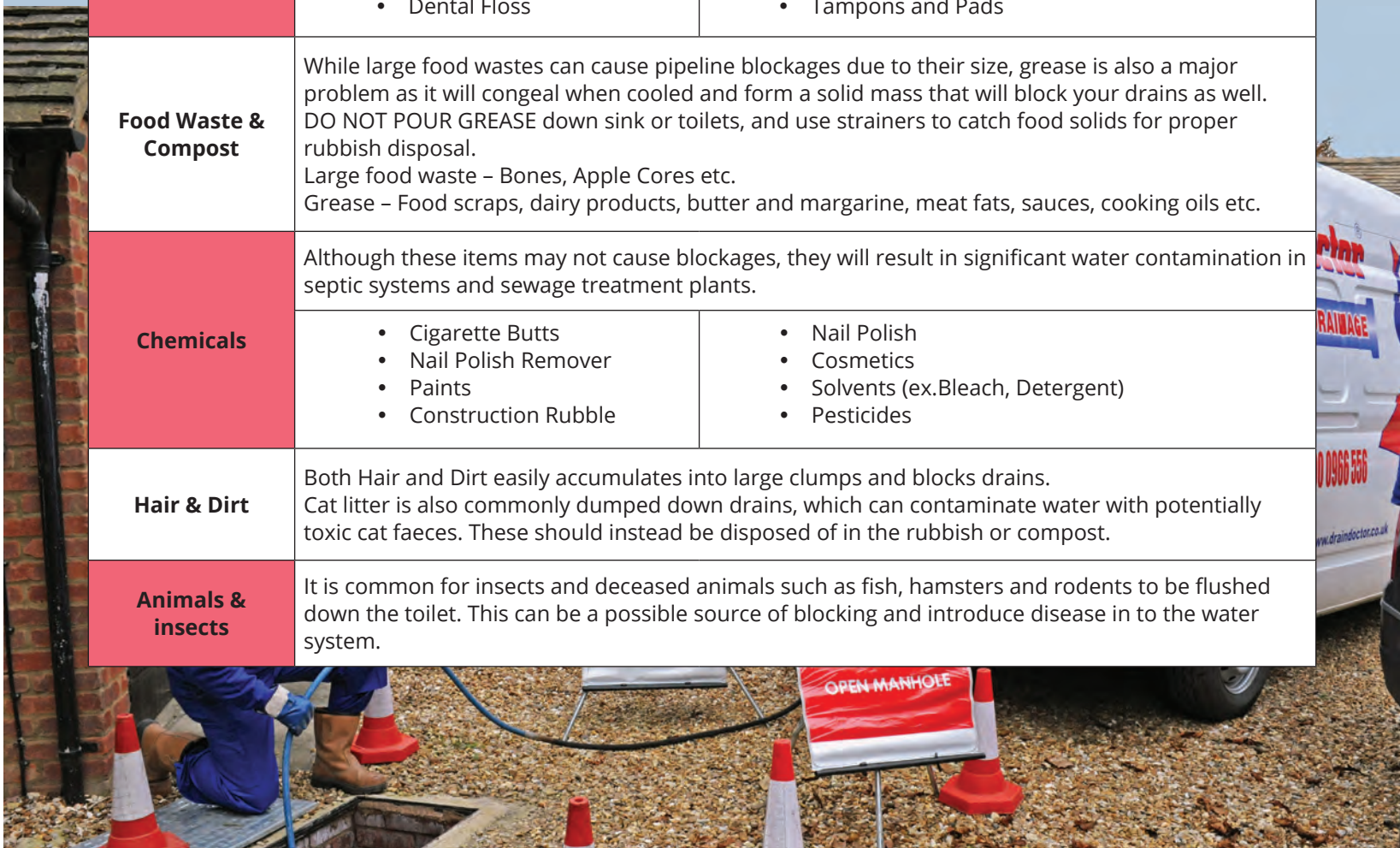


What **CAN** be flushed down your drains

Liquid Cleaners	Toilet bowl cleaners and drain cleaners With a growing green economy, there are many environmentally friendly cleaners available to consumers. They are biodegradable and do not result in internal pipeline erosion.
Toilet Paper	Thin layered toilet paper is recommended to avoid blocking of toilets. Quilted toilet paper, which consists of multiple layers bound together, does not break down as easily as other kinds of toilet paper and it is not favourable for low-flow toilets.

What **SHOULD NOT** be flushed down your drains

Diapers & Hygiene	Often mistaken as flushable, many plumbers suggest NOT flushing household items as they are not biodegradable and will accumulate in your drainage system leading to blockages.	
	<ul style="list-style-type: none"> • Disposable Diapers • Paper Towels • Cotton Balls • Dental Floss 	<ul style="list-style-type: none"> • Baby wipes/cleaning wipes • Facial cleaning pads • Q Tips • Tampons and Pads
Food Waste & Compost	While large food wastes can cause pipeline blockages due to their size, grease is also a major problem as it will congeal when cooled and form a solid mass that will block your drains as well. DO NOT POUR GREASE down sink or toilets, and use strainers to catch food solids for proper rubbish disposal. Large food waste – Bones, Apple Cores etc. Grease – Food scraps, dairy products, butter and margarine, meat fats, sauces, cooking oils etc.	
Chemicals	Although these items may not cause blockages, they will result in significant water contamination in septic systems and sewage treatment plants.	
	<ul style="list-style-type: none"> • Cigarette Butts • Nail Polish Remover • Paints • Construction Rubble 	<ul style="list-style-type: none"> • Nail Polish • Cosmetics • Solvents (ex. Bleach, Detergent) • Pesticides
Hair & Dirt	Both Hair and Dirt easily accumulates into large clumps and blocks drains. Cat litter is also commonly dumped down drains, which can contaminate water with potentially toxic cat faeces. These should instead be disposed of in the rubbish or compost.	
Animals & insects	It is common for insects and deceased animals such as fish, hamsters and rodents to be flushed down the toilet. This can be a possible source of blocking and introduce disease in to the water system.	



UC *Universal Credit*

As we now have our first few claims within the district for Universal Credit we thought it would be a good time to remind residents about the proposed changes.

Universal Credit is a means-tested benefit for people of working-age who are on a low income. It will replace six existing means-tested benefits being:

- **Income support**
- **Income-based Jobseeker's Allowance**
- **Income-related Employment and Support Allowance**
- **Housing Benefit**
- **Child Tax Credit**
- **Working Tax Credit**

If you currently receive any of these benefits, you can't claim Universal Credit at the same time.

Universal Credit is being introduced in stages across the UK. You do not need to do anything until you hear from the Department of Work and Pensions (DWP) about moving to Universal Credit, unless you have a change in circumstances.

At present Universal Credit has been rolled out nationally to all single jobseekers without children making a new claim. It is gradually being rolled out to all other claimant types of working age making new claims (apart from families with more than two children), but this is still only occurring in certain areas of the country.

Existing benefit and tax credit claimants who do not have a change of circumstances will not be migrated onto Universal Credit until July 2019 at the earliest with the current plan to migrate all claims to Universal Credit by April 2022 (please note these details may change).

For those on benefits that are being replaced, when people start to be moved on to Universal Credit, this will be done in one of two ways:

Natural Migration: - If you experience a significant change of circumstance that affects your benefit entitlement the opportunity will be taken to move you on to Universal Credit.

Managed Migration: - If your circumstances don't change, once Universal Credit has been established in every area for new claims, the Department for Work and Pensions will begin to move people over to Universal Credit on a systematic basis.

Claims for Universal Credit will need to be made on-line and payments will be made monthly usually into a bank, building society or credit union account. The payment can include an amount for housing costs (rent) which would usually need to be paid to your landlord.

For more information please see below:

South Cambs benefits Dept:
T:03450 450061 or
benefits@scambs.co.uk or
www.gov.uk/universal-credit



Digital Champions wanted!

We are looking to recruit a number of Digital Champions to help tenants get online!

So what is a Digital Champion? Well, it's someone who can help others learn the benefits of being online, and can spend some time showing them how!

We will provide full training and support, and can even give you some resources to help with your teaching! If you are fairly confident using a computer and the internet, have some spare time that you would be willing to give to others and would like to give it a go, send an email to tlnews@scambs.gov.uk and we will get back to you to discuss!

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.

Communal Rooms Scrutiny

On the 13th September we were at long last able to present the Communal Room Scrutiny review report to the Housing Portfolio Officer, Lynda Harford.

The report explains why we choose this area for scrutiny, how we carried out the review, our findings, recommendations and an action plan.

We undertook a detailed review into the use of the Communal Rooms. This included looking into the hiring policy and booking form, the hiring fee and future use of the rooms. We did a sheltered housing residents survey, interviewed Estate Officers and the Community Impact Team Leader.

We identified a number of areas for improvement. The full report with details of our findings and recommendations for improvement can be found on the SCDC website.

Below is a summary of our key findings and recommendations.

- Communal Facilities Use and Charging Policy is too long and detailed for residents and should be replaced.
- More than half the residents seen at coffee mornings said the hiring fee should be at least £10 per hour, while 45.6% from questionnaire replies said to stay at £5 . It was recommended to keep the hiring fee at £5 an hour. but a £25 deposit should be paid which is only returned to them if the room is left clean and tidy, and no breakages.
- The Estate Officers said they promoted and take bookings for the rooms. Most said they would be prepared to facilitate activities in the communal lounges, time permitting. It was recommended all bookings be entered onto the calendars in the entrance to the communal rooms .A spreadsheet of bookings and fees paid should be presented to the Sheltered Housing Forum every 3 months for monitoring purposes.
- The Community Impact Team Leader said records are kept of bookings that incur a fee but not those that don't incur a fee.
- The communal rooms could be used for more community based functions, e.g. doctor's and nurse's surgeries, day centre's etc. agreed that £5 an hour hire charge is too low.
- The cost of the laundry facility is currently included in the service charge but could be replaced with a token slot machine.
- It was recommended all records are kept of all bookings not just those that incur a fee.
- The use of the laundry facilities are removed from the service charge and token slot machines be introduced to all schemes.
- SCDC should actively promote the use of the communal rooms to community based organizations.

A working group has now been set up with Tenants reps, SCDC Officers and Councillors to look at the communal rooms and how they are used, and what can be improved. Updates on this work will be provided on our website and through our Sheltered Housing Forum.





We need your thoughts

We are looking for your opinions on the Tenant & Leaseholder news! We are always looking for ways to give our tenants better value for money, and one of these is within the Tenant & Leaseholder news.

The magazine costs us nothing to write and design, as it's all done in house with our Editorial Panel volunteers and Officers from Housing and Graphics teams. When it comes to printing and posting the magazine, this is outsourced to a print company. In 2014 we re-tendered for our printing and postage and managed to save a substantial amount of money already, but we need your help to make further savings.

We are looking into the possibility of moving the Tenant & Leaseholder news online only. All other editions are already on our website, and can be accessed by anybody. Moving forward, the idea would be to have the magazine only available online. With this in mind, we would like you to consider these options:



Continue to print and post out around 6,000 copies twice yearly to all SCDC households, and have the magazine available online (approximate cost of £10,000 per year).



Have the magazine available online and print copies in house for anyone that requests a copy (approximate cost of around £1,000 per year).



Print around 1,500 copies, that are delivered to our offices, to send out to anyone that requests one, and have the magazine available online (approximate cost of around £3,000 per year).

We appreciate any comments you may have regarding the Tenant & Leaseholder news and welcome all feedback, good or bad. To have your say, please either:

email: tnews@scams.gov.uk or contact the Resident Involvement Team on 03450 450 051.

Housing options for older people



South Cambridgeshire District Council has teamed up with Cambridgeshire County Council and EAC (Elderly Accommodation Counsel) to promote "Housing Options for Older People" also known as "HOOP".

HOOP is a housing options self appraisal tool looking at how suitable your home is for you. The Tool is aimed at those that are aged 65 and over. The questionnaire asks you a few questions about your property such as the size, location condition, and a few questions about you too.

This is then looked at by the EAC who will give you practical and impartial advice on how to make sure you get the most out of your property, and improve your quality of life. They will also give you details of local services that may be able to help.

You can find an online copy of the questionnaire by visiting www.hoop.eac.org.uk, or contact The Housing Advice and Options Team on 03450 450 051.

For more information on the EAC visit: www.HousingCare.org or call 0800 377 7070



How we can help
Elderly Accommodation Counsel (EAC) is a charity (Charity No. 292552) that specialises in helping people live safely and well into older age. Our free FirstStop Advice Line is staffed by experts. We can help in 4 ways:

- **Post this questionnaire to us**
We will consider the concerns you have flagged, and then telephone or write to you with our suggestions.
- **Use our online housing options 'app'**
www.hoop.eac.org.uk enter your main concerns into it and the 'app' will offer suggestions, a selection of useful reading, and details of local services that may be of help.
- **Visit our website www.HousingCare.org**
for pages of practical ideas, a directory of local services that might be useful, plus information about local retirement housing.
- **Call us free on 0800 377 7070**
or email info@firststopadvice.org.uk to book a call with one of our Advisors (9am – 5pm weekdays).

Confidentiality
We will not share your information with anyone without your permission.

If you would like a large print version of this questionnaire please contact us on 0800 377 7070

How well does your home suit you?

Answer the questions in the following nine sections to say how satisfied you are with what your home provides. Tick the answer as many in as few questions as you wish. When you've finished, turn over to summarise what's most important to you about your home, and to see how we can help.

Score out of 10: 10 Perfect, 8 Not OK, 4 Not Good, 1 Terrible

Please tick ✓ for mainly satisfied or a cross ✗ for mainly dissatisfied.

Section 1: Size and space
Too many rooms Too many possessions
Rooms too large Property too small
Garden too large Too few rooms
Parking space Property too large
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for size and space overall

Section 2: Independence
Few all electric
Unable to live as you desire
Too much responsibility for your home
Too dependent on your family
Unable to keep up
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for independence overall

Section 3: Cost (Affordability)
Mortgage/lent Water
Home maintenance Transport
Home insurance Mobile charges
Heating/central heating Repairs in your house
Council Tax Garden maintenance
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for cost overall

Section 4: Condition of Property
Roof Plumbing/leaks
Structural Damp
Plaster Windows
Wiring Doors
Gas fittings Services
Slippery nearby
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for condition overall

Section 5: Comfort and Design
Does not feel like home Distraction
Too cold Furniture
Too dark Skillets/windows
Inconvenient layout
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for comfort overall

Section 6: Security/Safety
Hazardous (wet carpets, slippery surfaces, etc.)
Feeling unsafe on stairs
No help at hand (if you fall)
Issue not secure if out
Issue fire precautions
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for safety overall

Section 7: Location
Not convenient for shops
Poor bus service
Unsuitable/walkable to area
Do not feel safe
Problem neighbours
Unhealthy environment
Too noisy and crowded
Too far from family
Too far from friends
Too far from help
Too far from key facilities
Letter and/or post
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for location overall

Section 8: Managing
Housework Changing curtains
Laundry Gardening
Bathing/showering Joins
Shopping Leaving visitors
Cooking Changing light bulbs
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for managing overall

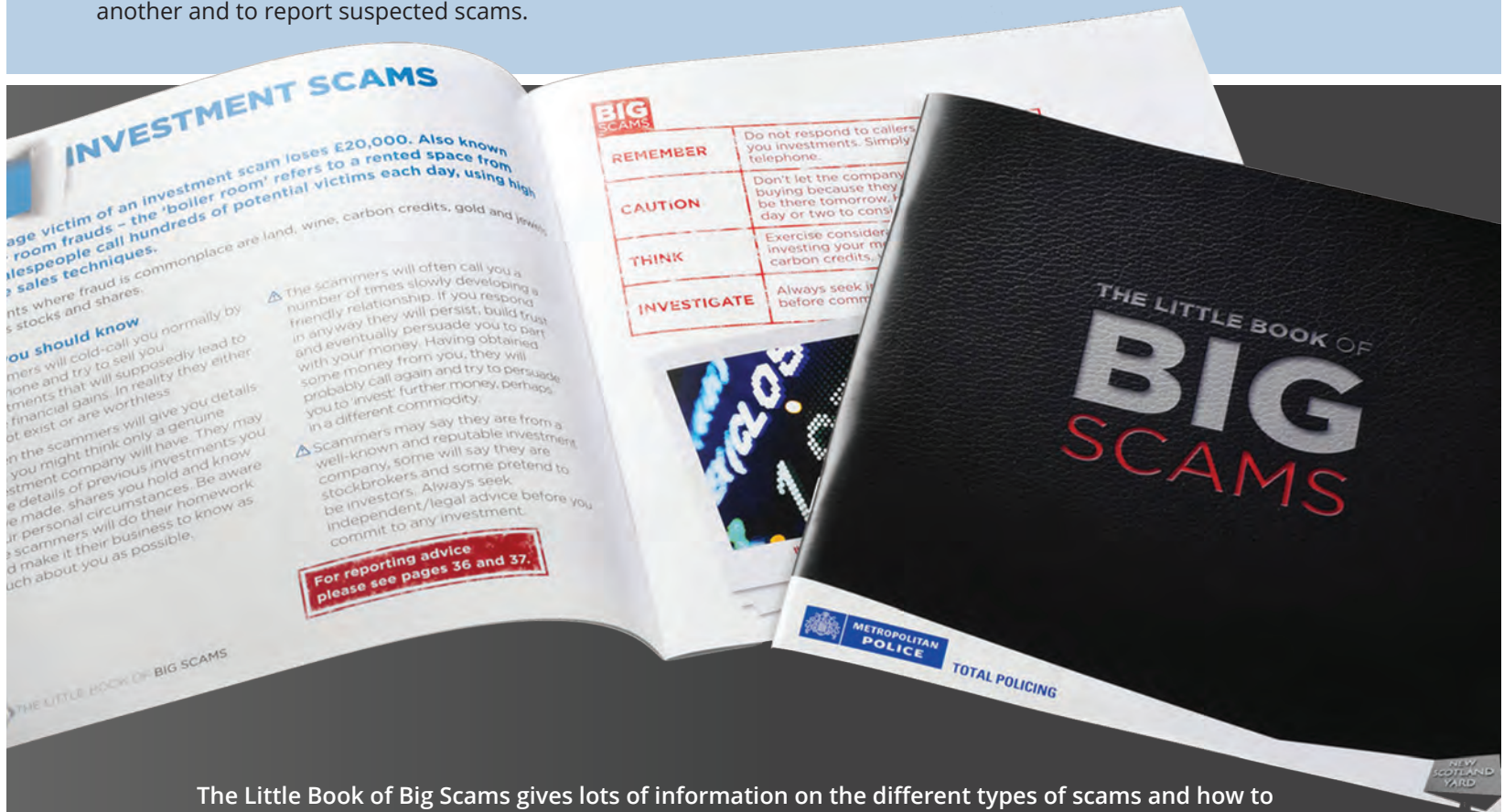
Section 9: Quality of Life
Unable to pursue your interests
Too isolated
Not enough human contact
Considering moving because of reasons not covered in this questionnaire
Are any of these causing you stress or affecting your health? Yes No
Give a score out of 10 for quality of life overall

Don't forget to give an overall score!

Watch out for Scams and Rogue Traders

Cambridgeshire County Council's Community Protection Team are working with the South Cambridgeshire Crime and Disorder Reduction Partnership to protect residents across the district from the harm caused by scams and rogue trading.

Scams make victims part with their money and personal details by intimidating them or promising cash, prizes, services and fictitious high returns on investment. The Community Protection Team are raising awareness of scams by sharing the Little Book of Big Scams and urging residents to talk to their friends, family and neighbours to protect one another and to report suspected scams.



The Little Book of Big Scams gives lots of information on the different types of scams and how to protect yourself. See www.cambridgeshire.gov.uk/little-book-of-big-scams for a downloadable version or contact Charlotte Homent on 01954 284635 if you would like a printed copy.

Whether a victim loses hundreds or thousands of pounds or just a small sum, it is often the emotional impact that is the most devastating. Family relationships have been known to break down where someone has been the victim of fraud and someone defrauded in their own home is 2.5 times more likely to die or go into care within a year.

To become a Friend Against Scams (FAS) visit www.friendsagainstscams.org.uk to complete the online learning, you can receive a free FAS pin badge from Charlotte Homent once you have completed the training and provided a copy of your certificate!

To report any type of scams please contact Action Fraud on 0300 123 2040.

For more information or advice contact the Citizens Advice Consumer Helpline 0345 404 0506.

The 55 Club

Back in August of this year, we went along to meet a group of people that have been using one of the communal rooms in the district for many years to host a computer club. We wanted to go along, show our support, find out how it all started and what has kept it going for all these years.

We were welcomed with open arms by those there and really enjoyed our time with the group; getting to know them and what they do over the two hours.

Sam Clift started The 55 Club back in 2009 and has managed to gain a small amount of funding over time, but it began with his sheer and admirable want to help others.

The club meets at the Communal Room in St. Vincents Close, Girton on a Monday between 10am – 12pm, where they work together to learn and enhance their digital skills. The members all have their own devices (such as iPads, Android tablets and laptops) and say that the club has really helped them improve their skills and confidence.



Going strong for eight years now, with a clear appreciation to Sam and the other volunteers, you can see that they really do work as a team; donating tea, coffee and biscuits, as well as all mucking in to set up the room and tidy it up after.

There is such a strong community feel within the group - it's not just a computer club, it's a social club too. From the huge success of this computer group, a lunch club and a film club have grown and blossomed. These, much like the computer club, are highly attended and those that attend really enjoy the time spent with each other and being a part of the activities.

We were in awe of Sam, the volunteers and the members. They really have put together something that is not only helpful for people looking to enhance their computer skills, but hugely beneficial for the attendees and the sense of community.

If you are thinking about starting a computer club, social club or any sort of group for your local community, please get in touch with the Resident Involvement Team and we will be happy to support you through the process in any way that we can.

#RunningforOthers

In the summer edition of the Tenant & Leaseholder News, we featured an article on Kirsten Bailey that took a look at all the remarkable work she has been doing raising money for various charities over the years.

Well, following on from this we were delighted to have received an email from another tenant who wanted to tell us about their Grandson who lives with them, Reece. So, one sunny afternoon we travelled over to Orwell to meet young Reece and his Grandparents to see what he had been up to.

Reece, 14, along with his teacher James decided to run 10 miles in order to raise money for homeless people in Cambridge.

Reece, being very modest, said that it gave him something to do. His grandparents told us that he has always been involved in raising money for different causes, like helping out with baking for Children in Need.

So, with no real training for the run (but luckily being athletic and only 14 years old!), Reece completed the run at Grafham Water in April of this year. When asked how it was, Reece explained that it was alright, although he did struggle towards the end; as did his teacher. However, together they managed to push on and Reece even managed to beat his teacher to the finish line! Mr Bayliss showed us the video of them crossing and to be honest Reece barley looked like he had been for a short walk, let alone a 10 mile run! Hats off to both of them; a brilliant achievement and all for such a worthy cause.

Reece and his teacher, whom he said had been a big influence on him, managed to raise a staggering £800 - something that they are rightly proud of. When asked why they chose to do it in aid of homelessness Reece simply replied that they are all human and people sometimes just need help.



“You just don’t know what could happen to you, you could end up homeless tomorrow - you just don’t know” Mrs Bayliss emphasised.

James and Reece headed to the shops to purchase items that people experiencing homelessness might need, such as toiletries, as well as buying items of clothing and bags for them. They put together around 30 or 40 bags and handed them out over the course of a few days. During this process Reece spoke to some of the homeless people in Cambridge and explained that they just wanted to talk about their story. He recounted one person that explained how difficult sleeping on the streets can be and spoke of the types of abuse that they had received.

Reece, alongside his studies at school, plays roller hockey at a high level (including heading abroad to compete in tournaments!) amongst other sports and is helping to mentor another student with their swimming. In addition to those talents, from the photos we got to see, he is a dab hand at carpentry too!

It was such a nice experience to meet Reece and his Grandparents and it is brilliant to see someone so young thinking of others and recognising the importance that having access to housing plays in our lives.

Keep up the fantastic work and we all wish you well in the future with your hockey and everything else you do!

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: tlnews@scams.gov.uk or call us on 03450 450 451.



An investigation into Mediaeval Whittlesford

By Ashley Arbon MBE Whittlesford Archaeology Group.

The origin of Whittlesford as with some other nearby villages begins in pre-history. The Icknield Way, originating at some point in pre-history, instead of being one single route way, is thought to have been a series of east/ west ancient trackways. Where these numerous paths and sheep droving tracks met the River Cam/Granta, south of what is now Cambridge, they converged at various points to ford the river. Thus, the initial formation of Shelford, Stapleford, Dernford, Whittlesford and Duxford is thought to be a consequence of this convergence at a single river crossing point. The name Whittlesford probably stems from a late 8th or early 9th century individual named Whittle or Wittle, who possibly owned or controlled the land near the ford where the village became based.

Strangely, whenever graves have been dug in the Parish Churchyard, there has been no evidence of Whittle's Saxon settlement; no pottery or other archaeological artefacts and, with one exception under the north wall of the Church, no Saxon burials have been discovered. This has been a mystery for some decades to Whittlesford residents as the late Saxon manor was owned by Gyrth, King Harold II's brother. Gyrth died in 1066 AD at the Battle of Hastings alongside his brother King Harold and the manor passed to Judith, niece of William the Conqueror. Odd then, with this royal connection, that no evidence of a Saxon settlement had been found. The hitherto established thinking was that the original village was built on either side of Church Lane. Further, that when the



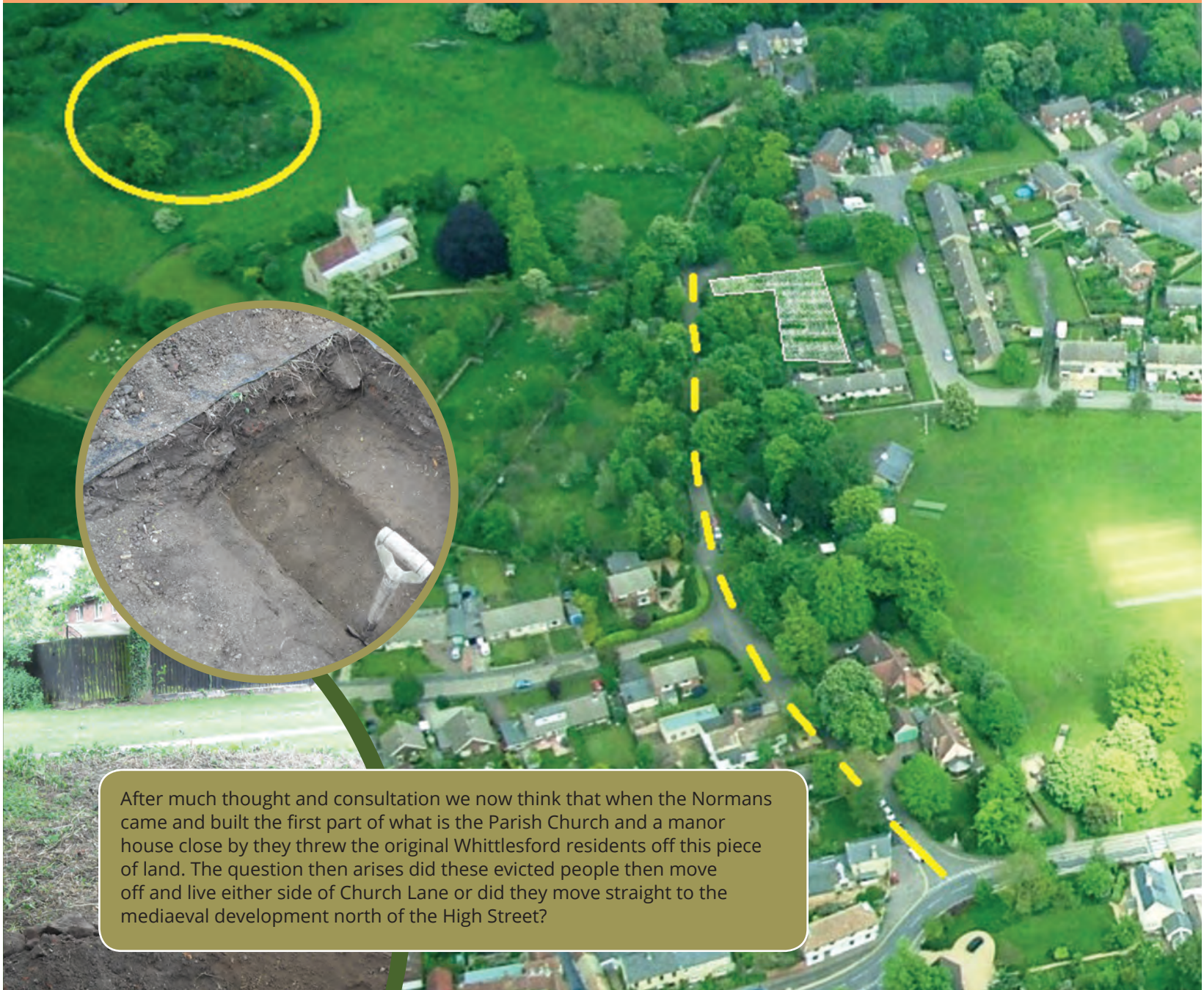
not stupid; they developed land that had little agricultural use. No point in reducing your food production capability with a growing population. This 'L' shaped development area is now the north side of High Street at the centre of the modern village.

Wandering across the meadow to the north of the

Church exercising the landowner's dog in 2009, I had the chance to have a close look at a large patch of Elder trees. In amongst the Elder were the Wild Green Alkanet and a mass of Stinging Nettles and Cleavers. Being a keen ecologist this combination indicated a large phosphate concentration. All these plant species are well known phosphate lovers. The area was roughly circular and about 60 metres across which led me to speculate that this might be Whittlesford's lost Saxon cemetery. A significant proportion of the constituent of bones is Calcium Phosphate. These phosphates can remain in the soil, being recycled by plants and earthworms, for many centuries.

After a change of ownership, the Elders were removed just leaving the Nettles. With the new owner's permission the Research Group, experts in geophysics, did a magnetometry survey over the site. Their results showed part of a circular ditch about 50 metres from the churchyard boundary and several other fascinating features. Again with permission, a group of amateur archaeologists under professional guidance of Mark Hinman, Director of Pre Construct Archaeology, excavated a small trench, Time Team style, across this ditch. Results were soon apparent as piece after piece of late Saxon pottery began to emerge with numerous butchered animal bones but no human burials. Three other excavations succeeded the original dig all of which unearthed similar finds. The conclusion was that this was not a Saxon cemetery as I had originally thought but was in fact a significant settlement. From the pottery dates, the very same in which Mr Whittle would have resided. The pottery dated from about 450 AD just after the Romans left to the early part of the 12th century.





After much thought and consultation we now think that when the Normans came and built the first part of what is the Parish Church and a manor house close by they threw the original Whittlesford residents off this piece of land. The question then arises did these evicted people then move off and live either side of Church Lane or did they move straight to the mediaeval development north of the High Street?



In order to answer this question, further excavations were required by the side of Church Lane. If pottery was found that was contiguous in date with the latest pottery from north of the Church it would suggest that was where the displaced people resettled. If however there was no evidence of habitation

alongside Church Lane then it was likely that High Street was occupied after the eviction.

Thanks to Geoff Clark and South Cambridgeshire District Council permission was granted to excavate a few test pits on Council property on the southeast side

of Church Lane. Excavations began in May 2017 under the watchful eye of close neighbours, Rosemary Frost and Debbie Raven. Rosemary is a much valued native Whittlesford resident whose memories of Whittlesford's past have been a great asset to the Village Archive.

Of the three test pits dug only evidence of the World War II Italian prisoner of war camp on the Lawn, (Whittlesford's recreation ground), modern footings of a temporary building and two George III coins one dating from 1806 the other from 1807.

This is of course early days and further excavations are required but thanks to SCDC the answer to the intriguing question of what happened to the displaced people can soon be answered.

Keeping warm this winter



With the colder weather starting to bite, here is some helpful information for those that have oil central heating.

- It is much more efficient to have your heating on constantly, at a lower temperature. You use less energy (and therefore less oil) keeping your house warm rather than heating it up from cold each and every time.
- 16 degrees C is the minimum temperature the health professionals say to have your thermostat set to, as this puts less pressure on your heart and reduces health issues. (You can always turn the radiators lower in rooms you don't use)
- Oil deliveries: it is always best to order your oil in advance as you get a much better price. If you run out and need it in an emergency/next day you can pay 10-15p a litre more. It's also a good idea to order oil during the summer months when demand is lower. There will be less delay on deliveries and prices are usually lower too!
 - Check to see if the village you live in has an Oil Buying Group as you can save a penny or 2 off the price per litre, and there may be the possibility of ordering lower amounts
 - Most oil companies do have emergency barrels of oil, ranging from 25 litres to 205 litres, but you could pay up to £1 a litre
 - The majority of oil companies do offer payment plans, either by direct debit or standing orders so it is always worth asking when you call to place an order

Air Source Heat Pumps need to be on constantly as they run "low and slow". It takes 4 hours for the system to make any change (heat up or cool down), so if you want to control the heating using a timer you will need to take about 4 hours off the time you go to bed, or get up in the morning. For example if you go to bed at 10pm, you'll want the heating to go off around 7pm, so not getting too cold. If you get up at 7am, you will want the timer to come on at 3am so it is warm when you get up.

Extra tips to help you keep warm this winter!

If you do feel the cold make sure you:-

- 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
- 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
- Put tin foil behind the radiators to reflect the heat into the room.



Useful contact numbers for help:



Citizens Advice Bureau
tel: 0345 404 0506

Age UK Cambridgeshire
tel: 0300 666 9860 or 0800 587 0668

My Home Energy Switch
tel: 0800 001 4706 to see if you can save money by switching electricity/gas supplier

Energy Saving Trust
tel: 0300 123 1234

Energy Saving Advice Service
tel: 0300 123 1234

Gingerbread tel: 0808 802 0925 advice and practical support for single parents

Scope and DIAL UK tel: 0808 800 3333

Warm Home Discount Scheme is automatically paid if eligible. Some electricity companies also help vulnerable or low-income customers, so ask your Electricity supplier.

Winter Fuel Allowance
tel: 0345 915 1515 (For those born on or before 06.05.1954)

Cold Weather Payment
tel: 0345 600 0723 (£25 for each 7 day period of very cold weather between 1 November and 31 March; automatically paid if you are eligible).

It is also worth talking to your energy and water suppliers as they usually have ways they can help with your bills, and ask them to put you on the Priority Services Register.

You can find more information on heating and helpful tips on keeping warm on our website.

This year was the 36th annual awards, many thanks to everyone who entered. After 4 days of judging in July and some very hard decision making, Awards were presented at The David Rayner Centre at Scotdales Great Shelford on 15 September.



2017 Garden



Best New Tenant Garden
Mr Dave Welford of Duxford



Mrs Enderle (Best Community) & Mrs Brooklyn (Best Sheltered) - Franklin Gardens of Cotteham



Best Wild Garden
Mrs Audrey Grimmer of Impington



Best Family Garden
Mr & Mrs Firby of Histon



Best Overall Garden & Vegetable Garden
Mr Ted Hall of Bourn



Best Greenhouse Flowers & Greenhouse Vegetables
Mr Harold Gawthorp of Fulbourn



Competition Winners



Best Large Garden
Mr David Hart of Willingham



Best Window box/container Garden
Mrs Sheila Cracknell



The runners up

Best Greenhouse Vegetables
Mr Ted Hall of Bourn

Best New Tenant Garden
Mrs Karen Sanderson of Linton

Best Window Box/Container Garden
Mr Harold Gawthorp of Balsham

Best Vegetable Garden
Mr Harold Gawthorp of Balsham

Best Wildflower Garden
Mrs Jean Hall of Bourn

Best Family Garden
Mr Peter Herring of Girton

Best Small Garden
Mrs Terry Protheroe of Fulbourn

Best Large Garden
Mr Peter Herring of Girton

We would like to thank:
Scotsdales Garden Centre, Sam Carlton for donating the venue for our presentation, and for giving our winners and runner up prizes. SCDC Chairman, Cllr David McCraith and Cllr Lynda Hartford for presenting the awards and our judges, Peter Moston, Grace Andrews and Katie Rea for doing the difficult job of picking the winners!

Competition Winners!

Congratulations to Chloe on winning the colouring competition from our summer edition! The editorial panel found it really difficult to choose the winner, as all entries were fantastic! We hope you enjoy spending your voucher Chloe!



By Talulah aged 5



By Maya aged 10



Winner - Chloe aged 5 ½



By Aaliyah aged 10



By Bailey aged 7



By Zak aged 14 ½ months

Colouring Competition

COLOUR IN THIS PUMPKIN AND YOU COULD WIN £20 TOYS'R'US VOUCHER!



Once you have coloured in the pumpkin, 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 2 March 2018. 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.



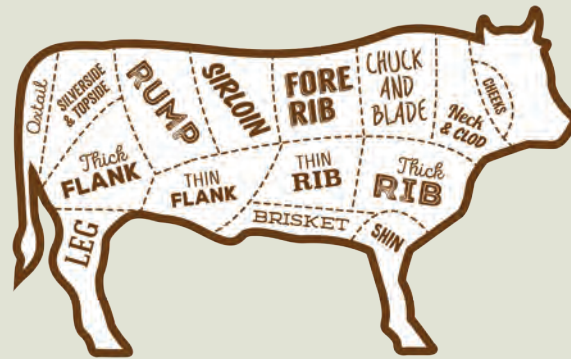
Puzzle Page - Wordsearch

- Abington Pigotts
- Arrington
- Barrington
- Barton
- Bassingbourn
- Bourn
- Caldecote
- Cambourne
- Caxton
- Chishill
- Comberton
- Coton
- Croxton
- Croydon
- Eltisley
- Eversdens
- Fowlmere
- Foxton
- Gamillingay
- Grantchester
- Great Gransden
- Guilden Morden
- Hardwick
- Harlton
- Harston
- Haslingfield
- Hatley
- Hauxton
- Heydon
- Kingston
- Litlington
- Longstowe
- Madingley
- Melbourn
- Meldreth
- Orwell
- Shepreth
- Shingay Cum Wendy
- Steeple Morden
- Tadlow
- Toft
- Whaddon
- Wimpole

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Ingredients:

- 3lb Oxtail
- 3 medium sized Potatoes
- 3 large carrots
- Half of a medium Swede
- 2 cups Peas
- 2 large Mushrooms
- 1 large onion
- 4 shallots
- 2/3tbsp Tomato puree
- 800ml Beef stock
- 1tsp oil
- Salt & Pepper to taste



Oxtail Stew

Method

1. Dice the onion and cut all remaining vegetables into large chunks, but leave the shallots whole.
2. Put oxtail pieces into a large stew pot with the onion and oil.
3. When browned add some of the beef stock to cover the meat.
4. Simmer for 2 hours adding stock to cover as needed.
5. Add all of the remaining vegetables, tomato puree, remaining stock and season. Simmer for 1 more hour.
6. Optional – during last hour remove the meat and strip the bones, place the meat back in with the stew and simmer.
7. Serve with crusty bread as a hearty meal for the family.

Recipe provided by
Carol Akrbi



Tenancy visit inspires community get together

Housing Services Officer Lynne Roberts has helped a community to come together!

During a tenancy audit visit to Orchard Close in Cottenham, Lynne says she was “shocked at how many people in the same street said that they were lonely.”

Lynne continues: “I just happened to mention to a couple of people there that many of their neighbours had also said they felt lonely, and I wondered why they just don’t open their doors and speak to each other.”

Lynne says she was then contacted by some tenants who had told her, following her remarks, they had decided to organise a get together. She then received an invite to a “tea party under the tree” on the 19th July.



Lynne describes what she was met with when she got there: “When I arrived I was amazed to see a big group of people all enjoying tea and cake under the trees in Orchard Close.

“They had managed to borrow enough tables, chairs and china tea sets for everyone.

“There was a mixture of old and young there and everyone said how they had enjoyed it and how nice it was to meet the people who lived close to them.

“There were smiles all round and it really brought the community together.

Special mention to the organisers Ann Remnant, Mike Dockerill and Lynda Suffel with thanks also to Mary Ellis for her help.

The group organised a second party, which was beaten by the weather and so was cancelled. They have, however, recently held a Macmillan Tea party organised by Mike Dockerill and Vicky Donovan-Hayward which raised £112.00 for the charity.

There are more events planned for next year.



Dates for your diary

2018 Dates

TPG Meetings

Mondays 6:30pm - 8:30pm

Denson Close, Waterbeach, CB25 9RN

5 February 2018

14 May

5 March

4 June

9 April

2 July



Sheltered Housing Forum

Thursdays 10am - 12pm

25 January 2018 - Cox's Close, Stapleford

19 April - Hall close, Bourn

19 July - Venue TBC

18 October - Venue TBC

Leaseholder Forum

Thursdays 10am - 12 noon

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

15 March 2018

14 June

11 October

Sheltered Estate Officers



Libby Bennett



Malissa Ginn



Michelle Benstead



Dawn Miller



Eileen Allen



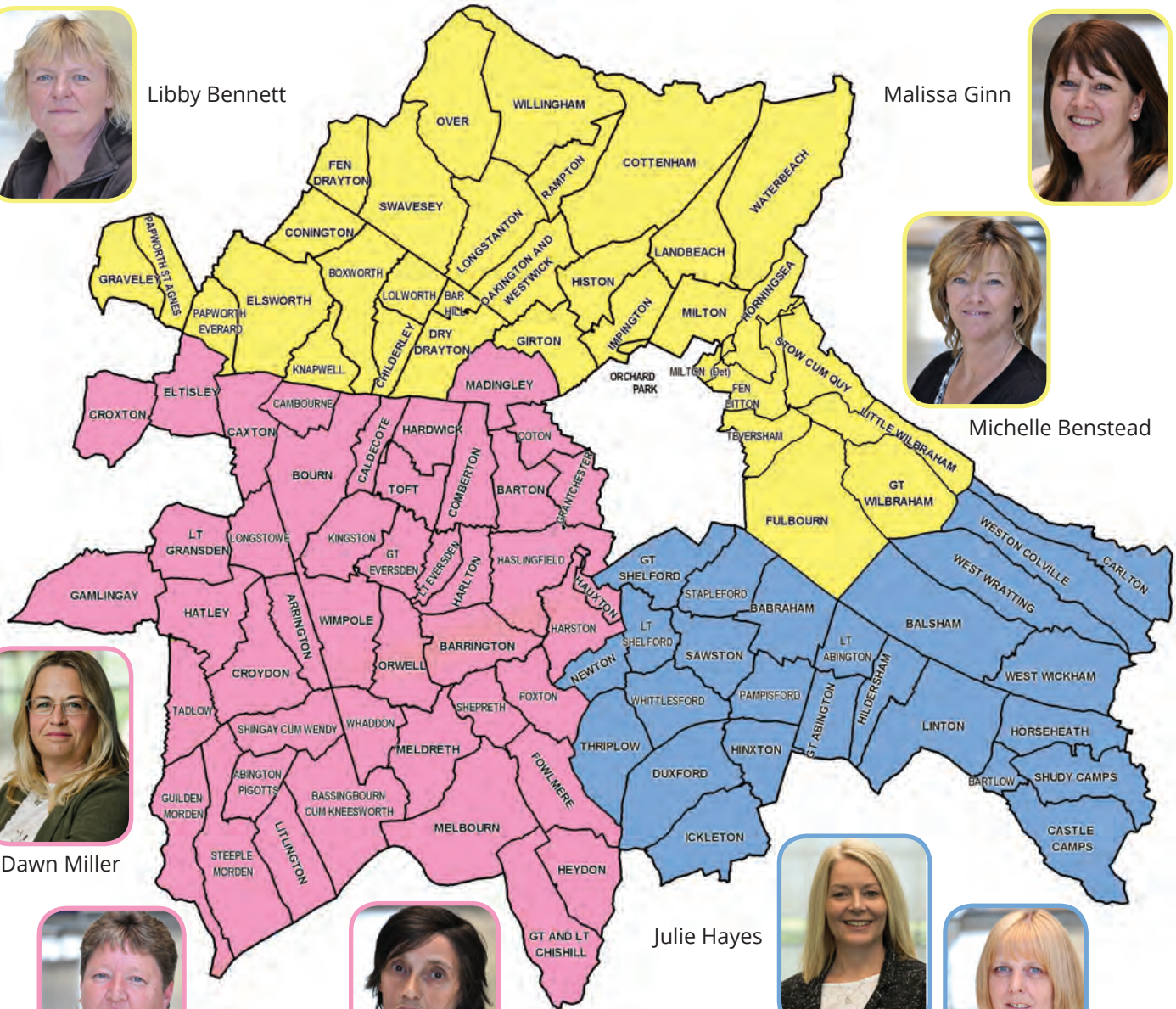
Kathleen Rice



Julie Hayes



Sharon Mclver



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 Dawn Miller	Julie Hayes Sharon Mclver

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.scambsgov.uk

Twitter: @SouthCambs

Facebook: Search 'South Cambridgeshire'

Contact Resident Involvement:
resident.involvement@scambsgov.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

