

CONTACT

Residents Newsletter

Summer/Autumn 2010 · Issue 32



Newtown Close & Applewood Close

Trip to Talkin Tarn in May
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On Your Bike . . .

2010 has been a very busy year.

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It hardly seems a year since our last Residents Newsletter. So much has changed in that time – not least of which is the new Government and the biggest round of spending cuts that we have seen in a generation.

We will all be facing cuts in services over the next couple of years, and trying to find new ways of doing things better with less money. The Government is talking about “Big Society,” with tenants and local communities having more power to make their own decisions. We shall have to wait and see what this will mean for us.

But, whatever is happening in the outside world, things at Impact are more positive than ever. The newsletter is its usual mix of events, advice and good news stories. I hope you enjoy reading it and maybe you will decide to contribute yourself next time! We are always interested in hearing from you.

Best Wishes for a good second half to the Summer . . .



Keswick Matters

Residents Flood Group



Since November 2009 a small group of tenants who were flooded during the November floods have met through the Keswick Flood Action Group to voice their support for flood defence works.

The residents have also raised a range of concerns about the refurbishment of their homes and works carried out which have been mostly resolved.

As a small group they have constituted themselves, set up a bank account and will apply for funding to provide emergency protection to possessions in the event of a future flood. Future priorities are contents insurance that includes flood cover, making sure that the Environment agency, United Utilities, Allerdale and Cumbria County councils work together to agree responsibility for planned surface, sewage and river enhancement schemes.

The group also decided to organise a Meet and Greet event for all residents affected by the floods including non Impact Tenants at Keswick Rugby Club. Around 40 people attended the day event and about 30 at night, which was well received.

A big thank you to Keswick Rugby Club for their support and well done to Linda, Neil, Danny and Suzanne Residents' Group members.



Workington Tenants & Residents Group



The group continue to meet every month and organised a community clean up, raised flowerbed project and members trip to Muncaster Castle.

The clean up event was a great success with residents and neighbours joining in to give the street a good clean. One skip was filled with domestic rubbish, a van load of electrical goods was recycled at Centre 47 and the raised flowerbeds were replanted.



Muncaster Trip



The group's trip to Muncaster was also a success with residents and friends helping one another and enjoying the benefits of Muncaster Castle.

A big thank you on behalf of the group to everyone who helped with both the clean up, the replanting of flowerbeds and trip to Muncaster - Thank you.



Foyer Health Event

organised by the Foyer Federation



I took a resident to Birmingham on 28th April to the Foyer Health event organised by the Foyer Federation. This was to celebrate everything we achieved as a result of the Health programme.

Lorna and I jointly delivered a presentation about what the Eden Rural Foyer done over the past two years. It was Lorna's first time ever to do a presentation and she really enjoyed it and came across very confident.

It was a double bonus for her as she is currently studying health and social care at Carlisle College.

The presentation included sharing information about the taster sessions the residents had the opportunity to take part in, the individual health goals residents set themselves, the yard to garden project, involving the wider community and how we are going to sustain the project for the future.

For Lorna it was a tiring but exciting day, she took a lot of information home, which she can use for her portfolio.

Milbourne Street

Community Association Carlisle
- May 2010 Clean-up

Members of the group arranged and organised the first of 2010's two annual clean ups.

Around 20 residents took part, cleaning the street and removing rubbish. A skip was funded by the group and filled with domestic waste, while a van load of electrical items was taken to Centre 47 for recycling.

The group would to say well done and thank you to everyone who made the effort and took part.

Special thanks to the committee members, the Christian Fellowship Church and Dave from Cumbria Police.



New Opportunity



Have you been wondering if you would be good at running your own business, or have you been thinking for some time that it would be great to be your own boss? There is assistance at hand to help you mull over your ideas, or look at the costs involved, or find out what you need to do.

'Ways into Successful Enterprise' (WiSE) is a project to help people to think through their steps to being enterprising – ie to being self employed or building a small business, getting a job, building skills or volunteering.

Free to you, we offer flexible, one to one, confidential support to those with the interest and potential to start their own business. We will also come out to talk, or give a presentation, to any local group, eg youth groups, discussion groups, etc.

WiSE has offices in Wigton, Maryport, Workington, Whitehaven, Cleator Moor and Millom. The Workington office is at The Oval Centre, Salterbeck Drive, Workington CA14 5HA, where enterprise coach Anne Cunningham can assist you with any query you may have. Tel: 01946 834321 / 07793 916 260

Perhaps you have a skill that you can sell such as bookkeeping or joinery, or perhaps you have a hobby that absorbs all your time and energy and you realise that there may be a way to make money from it? Maybe there is a gap in the market that nobody seems to be filling and perhaps this is something you could do? It may be that you only have a few hours a day that you can work because of family commitments, so you need to fit your work round them. Whatever your reason for considering self employment, many have built successful and long standing businesses from similar beginnings.

Other aspects that we can help with are if you want to develop some skills such as working with

people and realise that volunteering to work with a charity may be a way to gain the experience, or maybe you want to be employed as well as do some self employed work? Whatever it is you have in mind, we can offer a free, confidential service, where you can talk it over, work out the costs, find out what else may be involved, such as informing HM Revenues and Customs, or keeping the books. If there are any grants available we can let you know about that too!

For more information or an appointment please telephone Anne on 01946 834321, or text JOB to 07793 916 260 and Anne will ring you back.

Garden Makeover

Fiona and partner Stephen from Ladyholme Walk Kendal have been busy refurbishing two raised flowerbeds on their scheme into bright and eye-catching flowerbeds.



Fiona says "I believe a little goes a long way if you look after and respect it".

Good work and well done.



The WiSE project is funded by:



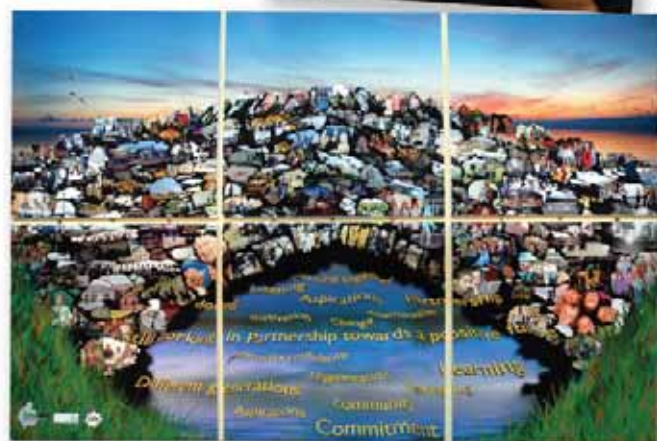
Hact Art Celebration Evening



The community of Salterbeck from across the generations came together to celebrate the completion of an intergenerational project.

With funding from the Housing Association Charitable Trust Impact Housing Association and Salterbeck Residents Association involved local residents in an intergenerational digital arts project. Residents came together and contributed photos and memories to form a digital collage which now takes pride of place in the Oval Centre at Salterbeck.

At the opening ten local residents representing the ten decades of residents on Salterbeck from 0 to 100 years opened this fantastic piece of art work. The funding also enabled Impact and the residents to purchase a digital monitor which will show photos and information to promote and celebrate community activity on Salterbeck.



Major Changes to Housing Management



By now, those of you who are Impact tenants may have heard about the changes that we are making to our housing service. We will be writing to you separately about them, but here is a brief summary.

■ From 6 September, there will be one local phone number for all of your calls to Impact – applying for a transfer, ringing with a repair, querying your rent or even to contact the furniture stores . . . all one number.

■ All of our repairs staff will be working from one office in future. We will be able to provide better cover, respond more quickly and generally provide an improved service. Some tenants have been working with our front line staff on these improvements and we're sure you'll see the benefits very quickly.

■ There may be some changes to the staff that you would usually contact – we have moved quite a few staff around to be able to bring in the changes.

■ As part of these changes, we will be telling you far more about how well we are performing and inviting you to talk about what improvements that you would like to see.

This is the first time we have restructured in 14 years, so we're going to make the most of this opportunity to improve the service that we provide to you.

We hope that you will give us feedback on how it is going.

Best Wishes,

Chief Executive





Hi, my name is Damien Morris and I work for Impact Housing Association as the association's Resident Involvement Officer.

I am based in Carlisle but travel county wide to help and support a wide range of Resident Involvement opportunities directly and indirectly.

My role has been to help residents and customers either on an individual basis, group, supported housing scheme or neighbourhood to explore ways of getting involved and contributing something that matters to them.

I currently support a range of groups around the county with colleagues from housing and other partner agencies.



Mountain Biking for a hobby and work with residents



In September as part of Impact's restructure and the introduction of three neighbourhood service teams, these teams will become the facilitators and enablers with the existing groups and initiatives already running.

My role will continue as a support role to the neighbourhood services teams and residents and customers that they will support, but I will be looking to target gaps in Impact's involvement with residents and customers in other parts of the county which are less represented.

Damien Morris
Resident Involvement Officer



My family, Christine the wife, Ciaran and Fionnbar my sons



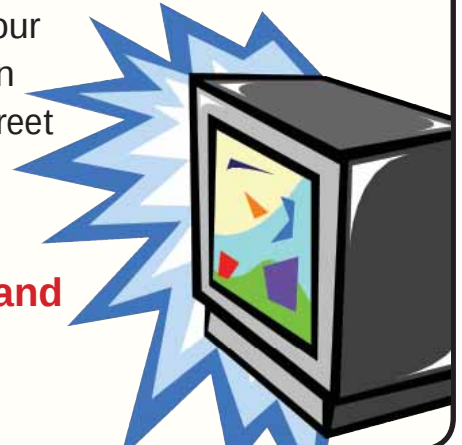
My allotment, Carlisle

Anti-social Behaviour

Impact Housing Association wants to hear from residents who have had experience of anti-social behaviour.

So if you receive a questionnaire about your case please fill it in. Feedback from residents helps Impact improve its services around anti-social behaviour and you might win £50.00 in High Street vouchers too.

Telephone
01228 633600 and
ask for
Duncan Tilbe



FREE TRAINING!

If you are interested in acquiring skills in: -

- Recycling and Re-use
- Fault finding and PAT testing
- Basic appliance repair
- Furniture refurbishment
- Furniture deconstruction
- Plastics recycling
- Energy and Waste Awareness

-there will be opportunities available in Workington and Carlisle in September. If you select one unit it will take between 10-20 hours to complete and we can be flexible with your training times - you may also be able to attain a qualification. The training is free and will not affect the receipt of any benefits.

Interested? Please phone the GreenWays team on 01228 633682



Residents Activity Project (RAP)



This is a pilot scheme which has developed as a result of a Hot spot issue raised by residents through Impact's new Service User Forum.

The project has a small committee which is made up of supported and floating support residents. Its aim is simple. To fundraise and offer residents of supported housing and floating support opportunities to take part in outdoor educational activities which break down social isolation, while promoting new activities and well being.

So far three residentials have been completed involving a range of residents from a diverse range of backgrounds.

A funding bid has been drafted which will be submitted and further residential activities including camping are been planned so that the group can look at the most cost effective way to plan outdoor residentials given the occasional adhoc life circumstances residents find themselves in.

RAP – Westlands Planning & Funding Session - May 2010



RAP)

RAP – Langdale YHA Planning Meeting & Event

Hawse End, Lindisfarne Street
Men's Hostel Residential - July 2010





CA1 Green Group Carlisle



The Green group members still meet every month and have been busy in their local community.

Recently at the Making An Impact Awards they won individual medals of Achievement for their outstanding commitment to improve their neighbourhood "against all the odds." They are working with Cumbria Probation Service and their Unpaid Work Team to target repeat hot spot back lanes for fly tipping. Other members have been refurbishing a range of raised flowerbeds themselves which have been abandoned by the council.

The group have also been awarded £500 from Cumbria County Council and Carlisle City Councils Neighbourhood Forum towards their projects.

Watch this space for further updates.

Jenkins Crag

Sheltered Scheme Kendal

... trip
to Settle



The residents group organised a trip to Settle in May.

The day was a great success. Further trips are planned for August.

Well Done Jenkins Crag Tenants Group.



Halo - what have people said?

“ This is the first time I've got out of bed before eight in years.
I finally have something to get up for. ”

- resident taking part in the Creative Writing sessions

“ Staff and the residents that took part were really blown away. ”

- member of staff who attended the Voice Project sessions

“ I enjoy going to football, it helps me keep fit and
learn to play in a team. ”

- resident accessing the men's football

“ Being able to take part in activities helps me cope with the stress of what was
happening in my life - resident accessing various activities ”

For more information or if you want to get involved in HALO,
whether it's accessing an activity or offering your services as a volunteer please contact:
Rhian Davies, HALO Co-ordinator, Tel: 01228 633645 or email: Rhiand@impacthousing.org.uk



On Yer Bike . . .

A cycling project that promotes exercise, inclusion, skills development, fun and social well being.

2010 has been a very busy year to date with 800+ participants since February 2010 taking part in organised cycling sessions.

The Project continues to run with no core funding, no full time staff and no permanent premises.

Volunteers are key and continue to create opportunities for all types of people to get on their bicycles or On Yer Bikes own bicycles. OYB's TARGET GROUPS are hard to reach (Homeless, drug and alcohol, young people, young mums and victims of domestic violence) Big issues for 2010 are storage, pushing funding plans for a skills park in St James Park and continuing with the grass roots cycling programme.

Breaking down barriers, particularly socially and health wise has been very important. Homeless residents with drug/alcohol issues and residents through domestic violence as a marginalised grouping have been some of

the biggest participants. Each ride or taster session includes supported housing schemes and general needs housing. Everyone is helpful and supportive and it continues to be good fun. OYB has impacted on tenants physically, socially and by increasing well being and confidence. Our belief is cycling is extremely affordable and accessible. OYB has promoted opportunities using local trails





urban and rural. Bicycles, instruction and encouragement have been given in ways that are not stigmatising as staff and tenants cycle together.

Corporate partners like Center Parcs donate their own bicycles to help build a fleet of bicycles that now include tricycles, tandems and specialised bicycles. The minutes of the meetings and feedback from rides and events are communicated in a way that is easy and attractive for members and prospective new tenants to read and understand. This approach has been crucial in encouraging new members – by illustrating that everyone no matter who they are, where they come from, shape, size, ability or disability can cycle together.

A big thank you to the steering group members Joe Mc Guire, John Mac Murray, Marie, Kev Harding, Geoff, Keith, Anthony and James for their continued support.

Impact Housing Association Tenant & Customer Service Users' Forum



The Forum exists to make sure tenants and customers are involved in making decisions about Impact's services. The Forum has been meeting since September 2009. It has now met 5 times around the county. It is attended regularly by a core group of 14 tenants and customers with meetings sometimes reaching 23 members. The SUF has worked extremely hard to generate real opportunities for its members to take part in its development and feedback their ideas for improvement of Impact services. Impact's Board is very impressed with the work done so far and will be coming to future meetings to meet the members.



Above: Salterbeck path lights - staff and SRA resolving issue raised by the Forum

Below: Jean Canfield working on the members skills survey

Progress to date has included:

1. Terms of reference, how we will work together have been agreed and adopted.
2. Feedback to the Tenant Services Authority on their proposed new Standards.
3. Skills and Audit survey of members, nominations and Forum officer jobs taken up.
4. Visit to another Forum and report back to SUF.
5. Regular Hot Spot issues and complaints feedback.
6. **Cyclical** decoration Policy revised from a 5 year programme to a 6 year programme - agreed.
7. First SUF member transfers to Impact HA board.
8. SUF **Offer Group** formed to rewrite and develop outcomes for Impact's Offer to Tenants.



Right: Reporting Carlisle hotspot to City Council for action

Below: Members at the Carlisle meeting



The Offer

Impact Housing Association's offer to tenants is at the beginning of a process which involves tenants and customers setting local standards that reflect their local priorities.



Impact Housing Association believes the best place for the quality of services to be discussed, agreed and scrutinised is locally, between Impact Housing Association and their tenants/customers. This requires us to set out what we can offer to tenants and customers and set draft local standards that reflect the local priorities.

The County wide 1st draft "Offer" document has 9 themed individual Offers which after consultation and agreement will help Impact Housing Association tenants and customers shape, influence and monitor the service's provided through what we call co-regulation.

This is not a top-down way of regulating but a better and honest way of making us accountable and to work more closely with you.

During the summer an Offer task group made up from representatives of the new Service Users Forum has been meeting with Impact housing staff to rework the 1st Draft Offer.

They have reviewed and rewritten where appropriate each offer and have worked with performance officers and other independent facilitators to agree targets and ways of monitoring how we perform against the Offers.

As a task group they will be sending out to every resident a copy of the Offer document asking you if you agree with what they have suggested or if not how it can be changed to accommodate your views.

When the consultation period has finished and the feedback collected and implemented, a 3rd Draft Offer document will be finalised with a view to presenting to Impact's service Users Forum and Board for approval and adoption.



Gowan Lea, Burnieside, Kendal

Vegetable Garden Project



Interested Gowan Lea residents working with Maureen Davis Tenant Support Worker drafted up an application to the Making An Impact small grant fund to develop residents idea for a vegetable garden project.

At another residents meeting in Carlisle the application was circulated and discussed by the CA1 Green Group who approved the application.

Jim Tootle & Damien Morris worked with Maureen and residents around a list of materials and equipment required which they purchased and helped to install at Gowan Lea.

The vegetable garden has provided a focal point and encourages self help.

Well done to all involved.



Discovered - late 60s/early 70s Raleigh 'Gran Sport'

I bought the old bike from Impact Housing in Ulverston in mid 2009. It was covered in cobwebs, dust and rust and I bought it as a project to do up as I was off work for an extended period of time.

I took the bike home and cleaned it up and tinkered with it for a few months to make it fully serviceable.

Under the grime I discovered a late 60s/early 70s Raleigh 'Gran Sport' and it's a joy to ride.

In the 2010 Easter holidays I took part in the Pendle 'Vintage Velo' which encourages people to get out and ride the area around Taitham Fell on old bikes. The riders get kitted out in old gear and as you can see it's a good laugh. The 'Gran Sport' was star of the show and ended up featuring in 2 national magazines.

Can I say a big thanks to the staff at Ulverston Impact Housing for rescuing a lovely old bike from its certain demise in a local scrapyard.

I often pop in to have a look at what 'stuff' is in the warehouse and now use the charity to move on items we no longer need at home. The staff are always helpful and a credit to the charity.

Can I also add the thanks of all the residents of South Ulverston who were flooded out in 2009. I know from personal experience and speaking with neighbours that the help given by the charity to local people who found themselves in a nasty situation is greatly appreciated.

Double thanks

Howard LINDOW
South Ulverston resident

Do something fantastic and Recycle your plastic!

As part of Centre 47's ongoing efforts to demonstrate the potential of reusing waste products and unwanted items we are proud to introduce our latest recycling project; "Fanplastic".

With funding secured from Cumbria Waste Prevention Fund and Naturesave Trust, Fanplastic will be working closely with schools, hostels and community groups and will be encouraging the reduction of plastic waste sent to landfill sites by educating and raising awareness.

We will look to fire the imagination of youth and community groups, as well our own residents and tenants by demystifying the recycling process and demonstrating the potential of waste plastic products.

The project will create a reuseable material from the waste plastic we collect and from this material will create a range of products such as key fobs, mouse mats, clipboards and note books.

So what can you do to help?

At the moment Fanplastic is operating in the Carlisle area with active participation from the Old Brewery residences, St James Hostel, Arnwood House and Close Street Hostel and many more!



We also have a waste plastic collection point based at IFS Carlisle, Nelson Street for any residents wishing to recycle their plastic with Fanplastic.

So please WASH your plastic and let Fanplastic turn waste into something fantastic!

For more information about how you can be involved in collecting or working with Fanplastic please contact Andy Blaylock on 01228 633655 or Lynsey Buckle on 01228 633677.

Impact Housing gains highest award from Investors in People

We are delighted to have been awarded the much coveted "Gold Award" which is shared by only 20 organisations in the North West – out of more than 14,000 businesses!

In the photograph are, from Left to Right, Steve Holliday (Director of Human Resources), Fred Ayres (IIP Inspector), Mike Muir (Chief Executive), Pam Stainton (Snr HR Officer) and Mike Rose-Troup (Chair).





Men's Services - Camping Barn Trip



Following on from a few discussions through St James Road residents' house meetings, staff and residents organised a trip for an overnight stay at a Lake district camping barn.

Participants decided on the activities and arranged food and entertainment.

Although the weather was cold the short residential helped towards the development of the Cumbria wide Cumbria Residents' Activity Project which has helped to organise and deliver three more residential experiences for both supported and floating support tenants.



Money Matters



■ Did you know that the Citizens Advice Bureau in England and Wales see 9,500 new cases around debt problems every day.

■ Did you know that there are over 2.5 million people unemployed in Britain, the highest for 16 years.

■ Did you know that more than a quarter of British people are relying on a lottery win to improve their finances.

Some startling facts I hope you'll agree. And let's face it the challenging times we all find ourselves in are due to continue for some time yet.

With this in mind Impact would like to remind tenants of the free and confidential Money Matters service.

This new totally confidential service is available to all tenants and their families. By making an appointment with the Money Matters adviser you can get support and advice on a range of issues but especially around debt and benefit entitlement. The service can also help tenants to open basic bank accounts, access cheap home insurance and join their local credit union.

Recently a tenant living on the west coast of Cumbria contacted the service for help with a financial problem. The Money Matters adviser carried out a benefit entitlement check and found out that they were entitled to Housing Benefit of £148.72 per month towards their rent. They were also entitled because of their age, to have it backdated for 3 months. A reduction in council tax was also awarded.

Mr A said "I am absolutely delighted to find out that I am entitled to housing benefit. I just thought I didn't qualify because I have a couple of small pensions. This is a great service and I can't thank you enough."

Another tenant had been trying unsuccessfully to open a basic bank account. At every bank that they tried they were given the same response "Sorry you have failed the credit check, we are unable to offer you an account." The reason the tenant was repeatedly being refused was because they were asking to open a current account, which offers an overdraft and cheque

book facility instead of a basic account which can be used for paying money in and out and setting up direct debits. Through contacting the Money Matters adviser on another issue they were signposted to one of the major high street banks and had a new account open within 2 days.

If you would like to take advantage of the Money Matters service you can contact Impact by Phoning: 01900 842100 or 01228 633600 and asking for a Money Matters appointment
Texting Money Help to 07843470673

Don't let online fears hold you back!

Eden Rural Foyer

Is offering you the chance to get to grips and understand e-mail and the internet.

We are running sessions for people to gain knowledge of what they would like to learn to do on the computer. You can learn as little or as much as you like and at your own pace
And best of all it's free!



**For more information
Call Erol on 01768 861650**

Making an Impact - Small Grants Scheme



The Scheme is a pilot scheme for 2010/11. It is aimed at residents who have identified a particular issue that needs fixed. Some small scale problems cause major heartache for residents, and often these problems fall outside any recognised budget resource which could be used to solve them. Impact, in response, has agreed to set aside £10000, for 2010/11 in order to try and help residents resolve these small scale problems.

On the right of this page there is a grant form, which needs to be completed by the person/s involved. You don't necessarily require a bank account or constitution to apply for a grant as any successful application will be paid by invoice through Impact Housing on behalf of the resident/s in relation to fixing the problem. Residents can come together just to sort out one off/specific problems where just a few hundred pounds would make the difference.

The limit for grants is £500, although in exceptional circumstances this could increase to £1000 at the discretion of the group involved with its assessment. All that we ask is that you have involved your neighbours etc should the problem that requires fixing, affect them in any way.

The grants panel will be one of a number of established groups that Impact Housing Association is supporting or working with. As part of that group's meeting they will be asked to look at applications received, with a view to deciding if it can be funded. Applicants can, if they want, attend the meeting to support their application if they feel it's appropriate.

All decisions by the panel are final, the funding is limited and no further correspondence can be entered into after a decision has been made.

Here are a few examples of what have been funded.

Example 1

Great Orton Moor Close Over 60s Scheme

Every year residents complained about the communal garden. The Small Grants Scheme initiated the refurbishment of the communal area.



Example 2

CA2 Green Group Carlisle have been exploring the idea of a small hydro electric scheme for the Holme Head Weir. They went to their neighbourhood forum and applied for a grant which was 50% of the total costs of a feasibility study which would tell them if a hydro scheme is possible on the river Caldew.

The other 50% required for the study was secured from the small grants scheme which meant that the study has now been completed. The report is been drafted, and findings will be reported back to the neighbourhood forum and Impact HA.

If you require assistance staff and the Resident Involvement Officer are able to advise /assist with the application process should you require further advice and guidance.



CSGS APPLICATION FORM

Name
Address
Telephone
Email

Location & Problem ?

What do you think would help to sort it out?

Details of what you have done to involve other people affected?

Any other relevant information ?

Please return to a member of staff or post to the address at the back FAO Damien Morris

For further Information

CONTACT

Damien Morris
Resident Involvement Officer
47 Nelson Street
Carlisle
CA2 5NE

Tel 01228 633630

Mobile 07766821346

Email Damienm@impacthousing.org.uk



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Workington, Cumbria CA14 4EH.
Tel: 01900 842100 Fax: 01900 842101
Email: enquiry@impacthousing.org.uk
Website: www.impacthousing.org.uk

Impact Operates as a Charity

**For Type talk users please prefix
18001 in front of the number you are
calling**



COMMUNITY

SMALL GRANT SCHEME 2010/11



Have you got a good idea that needs a few hundred pounds to make it happen ?
Would it make a difference to your street/neighbourhood ?
Then please read further !
Impact's Community Small Grant Scheme might be able to help.

Newtown Close & Applewood Close

Residents trip to Talking Tarn May 2010



Given the hard winter and with the first signs of Spring Jim Tootle asked tenants if they would like to go on a trip to Talkin Tarn.

Residents from Newtown and Applewood Close organised numbers and Impact organised transport and refreshments at Talkin Tarn. The weather was good and it was an opportunity for residents to get together and get out.

Future trips including Watchtree are planned for.



Clark Price Supported Housing Resident

Clark has been a resident at Lindisfarne Street Mens Scheme, Carlisle since 9th March 2010 after referring himself to the service. Prior to Clark moving in, he was having issues with alcohol and was at a point in his life where he wanted to address this and get himself back into employment.

Clark arrived with a very positive attitude and although he has hit certain barriers at times and had a lot of issues to address, he has remained extremely proactive. After moving into LFS, he referred himself to DART to address his alcohol consumption. He then referred himself to Shaw Trust to help him prepare to get back into employment.

With the help of funding from Progress 2 Work, Shaw Trust, HALO project and InTraining, Clark has successfully completed his CSCS/CITB test and CPCS qualification. The CPCS qualification will enable him to look for work as a Tele-handler. With these new qualifications under his belt, Clark is already looking for employment and intending to move on in the very near future.



Young Parents from Across Cumbria Celebrate Success

Young Parents from across Cumbria came together at Eden Rural Foyer to celebrate the success of their 'cultural project'.

Parents from Salterbeck, Penrith and Carlisle had captured their thoughts in relation to their children and the future of their children living and growing up in Cumbria.

The parents and children worked with Thom and Mona, creative practitioners from 'Off The Rails' to explore their own area, how it has changed and gain an understanding of life and parenting in other areas of Cumbria.

The project was funded by Creative Futures Cumbria and Cultural Services, Cumbria County Council. Bruce Bennison, Head of Cultural Policy, presented the young parents with certificates of achievement.

Bruce Bennison said "It is a real privilege to be able to support this project. It has brought people together and has demonstrated what can be achieved. This started on a small scale with large results".

Eden Foyer has taken steps to become an Arts Award Hub, this will ensure that young parents and other young people we work with across Cumbria will have the opportunity to be able to work towards and receive a nationally recognised accredited outcome.



EDEN YOUNG PARENTS GROUP
At Eden Rural Foyer
Old London Road, Penrith

erf

every **FRIDAY**
12.30pm-2.30pm

Come along and meet other parents with children of a similar age (4 years and under)

Believe in children
Barnardo's

Chat, relax and enjoy a healthy lunch together!
Guest speakers available - you say what you want to know more about, and we'll organise it. Health Visitors will be available in the Foyer for advice and to weigh your baby / child.

Contact 01768 861650 if you would like any further information, otherwise - call in, we will be pleased to see you !!

Every child matters to the CYD team

Young people are working on an OCN in healthy living; one young person said "I have learned loads of new things doing this healthy lifestyle project. I really enjoyed doing the cooking!"

Young people in Eden gained funding from The Youth Opportunity Fund for an offsite visit to London; one young person stated 'I feel more confident in going to cities and it's not all dangers. I felt safe in London and there was nothing to be worried about, it was amazing.'

Young people from The YC group in Allerdale created and performed a piece of drama, from this they gained an OCN in performance. A member of the audience commented that 'The performance was very good, the young people put the emotions and feelings of trust and relationships in a very teenage but mature way.' Brilliant!

Young people from across the CYD team are involved in the Service Users forums, they regularly contribute suggestions and ideas at these events.

Young people from the Go 4 It group were involved in a 'meeting the professional's day.' Along with The Air Force and Michael Woolagan (Solicitor) other professionals kindly gave their time to inspire and advise the group with their futures and career choices.



Your local credit union needs you!

What are Credit Unions?

Credit Unions are community savings and loans cooperatives. They offer members the chance to save regularly and to access great value, low interest loans linked to the value of their savings.



Who are Credit Unions For?

Credit unions are open to everyone who lives or works in the areas that they serve regardless of your level of personal household income. If you want to benefit from saving on a regular basis and being able to borrow money at a low interest rate then join your local credit union today.

What are the Community Benefits of Credit Unions?

Credit Unions are financial cooperatives owned and controlled by their members and are run by and for local people. Any financial surpluses from a credit union go towards developing the credit union and / or are returned to local members through a dividend. The only shareholders are therefore the local members who use its services. Credit unions are therefore local, ethical and of benefit to local residents and the wider local community that the money is retained within.

Credit unions offer an alternative to getting into financial difficulties from taking out high interest loans from doorstep lenders or illegal loan sharks.

Where are Credit Unions in Cumbria?

There are currently seven community based credit unions in Cumbria. These are based in

Carlisle and District

Cleator Moor and District

Maryport and North Allerdale

Millom and District

Walney

Workington and District

Whitehaven Egremont and District

How Can You Help Your Local Credit Union?

Become a Member - use your local credit union to save and borrow and strengthen your local credit union.

Become a Volunteer - you can help your local credit union by volunteering to become involved in the delivery or management of services.

Volunteers are needed to staff collection points or become involved in managing and running the credit union. Volunteers with financial qualifications, knowledge, skills or experience are particularly welcome.

Volunteers with other skills, enthusiasm and commitment to credit unions are also welcome. Credit Unions need local people like you to become involved and help them to provide a quality service that knows and meets the needs of local communities.

Offer Premises for Services - Credit unions also need premises to set up regular collection points in. If you are part of an organization that has premises and are able to open these for a couple of hours on a regular weekly basis for local people to benefit from becoming members of their local credit union please get in touch.

Setting Up Credit Unions in Other Areas of the County

There is currently no credit union coverage in Eden, South Lakeland or most of Barrow.

Groups of community volunteers are currently working in both Eden and South Lakeland to establish credit unions in these areas. We are currently seeking volunteers with any of the following skills and attributes for any of the three areas:-

Accountancy and Bookkeeping

Business Planning

Committee and group work skills

Funding Applications and Fundraising

Information and Communication Technology

Management

Marketing and Promotions

Personnel Issues

Policies and Procedures

Research and Survey Work

However any volunteer with commitment and enthusiasm is very welcome.

If you are interested in helping with existing or new credit unions in Cumbria please get in touch for more information.

Gordon Henry, Cumbria Credit Union Development Coordinator.

(01900) 607532 · 7515 061964

gordon.henry@harvesthousing.org.uk

2010 Making an Impact

This was the first time Impact Housing Association held a local Making An Impact Awards for Carlisle. The evening was about you and what you do, the effort and commitment you show in your street and neighbourhood and your involvement in action to improve your neighbourhood whether it be environmental, social well being health and community cohesion.

The odds are stacked against residents/groups but together Groups never give up and continue to lead the way in positive community action in Carlisle. As a result Impact HA among others recognised this effort and determination by groups and individuals by presenting them with awards. The night also involved an exhibition, buffet and quiz so that members could network .

A big thank you and congratulations to all of those who attended and took part. Special thanks to Naomi (daughter) and Jim Rankine's grandson for presenting the Jim Rankine memorial trophy which was in memory of Jim from Milbourne Street Carlisle who passed away. Jim was an active member of the Milbourne Street Community Association and Impact HA board member.



**HANDY
LOANS**

Need a loan?

Cumbrian credit Unions are offering a new Handy Loans service. Anyone can apply.

We may be able to help...

Cumbria's Credit Unions have joined forces to provide Handy Loans at affordable interest rates easily accessible to all. Loans can be:

- Processed within 7 working days of completing an application form.
- Accompanied with additional debt rescue advice.
- Available to existing members and those not currently members of a Credit Union.

To find out more call 01900 607500



An Ideal opportunity to pay off high cost debts

What Provident personal Credit would charge you:

A Cash loan of £500 paid back over 57 weeks

Weekly repayment: £15

Total amount payable: £855

Typical 189.2% APR.

What you would pay back with a Handy loan:

A Cash loan of £500 paid back over 52 weeks

Weekly repayment: £10.93

Total amount payable: £567.90

Typical 26.82% APR.

We can help take the stress out of financial difficulty.

Part of the **DRAMA** initiative.

Changes and Improvements to Contact with Impact Housing



From Monday September 6th our offices at Nook Street Workington and Nelson Street Carlisle will no longer be open to the public.

The Salterbeck office at the Oval Centre will be reducing the days it is open to the public, but we will be open for part of the week.

We have had conversations with customers over recent months and we have looked closely at how many people use our offices. The clear picture that comes out of this is that members of the public and in particular tenants do not use calling into the offices as a way of contacting us. Most people are happy with effective telephone contact and also having an Impact staff member visiting and meeting them where they live. We support this view and will be making sure that the type of contact you want is delivered more effectively.

We will soon be sending out details of how you will be able to contact us after September 6th with clear named contacts of Impact Staff you might need to contact along with telephone and other important contact details.

In the meantime, if you would like to talk about this, we would be keen to hear your views. Please let us know by calling either Duncan Tilbe on 01228-633664 or Keith Dobson on 01228-633626 or email us at either Duncant@impacthousing.org.uk Keithd@impacthousing.org.uk

Launch of a £2.5m project for young people in Kendal

Impact Housing and YWCA Kendal Ltd. are delighted to announce the launch of the South Lakes Foyer due to open on 31st March 2011; this is the second Foyer for Cumbria.

Impact developed Cumbria's first Foyer in Penrith which has gone on to be independently accredited as the best in the country. Over £2.5 million has been invested in this community hub for South Lakes and the new building will stand on the site of the old YWCA in Stricklandgate, Kendal.

Youth unemployment in the UK between January 2008 and February 2010 has risen by 5.4%. Foyers can help address this, providing integrated learning and accommodation centres providing housing, support and training for young people aged 16 - 25.

A wide range of agencies and organisations including South Lakes District Council, Cumbria County Council, housing and advisory services have been involved in this

£2.5 million development, with support from local young people. South Lakes Foyer will have:

- Fourteen self-contained flats for young people aged 16 – 24 years old.
- A community centre with training and meeting rooms, events hall, IT suite, offices, coffee bar with internet access – all open to the general public.

The South Lakes Foyer will have a clear focus on local needs through exciting, dynamic and vibrant services for young people and the wider community, with an ethos of young people actively engaging in their own development and making a positive contribution to their local community.



Cumbria Law Centre



Since 1990 Cumbria Law Centre has provided FREE, confidential and independent advice to local people. We provide high quality, specialist advice and this is assured under the Community Legal Services Specialist Quality Mark scheme.

We can help with:

HOUSING PROBLEMS

Homelessness
Possession Proceedings & Eviction
Representation at Court
Tribunal
Disrepair
Anti-Social Behaviour
Allocations
Transfers
Housing benefit issues

WELFARE BENEFITS ADVICE

Advocacy and Representation
Advice on all Social Security Law including entitlement, backdating, suspensions and overpayments

PROBLEMS AT WORK

Employment Tribunal Claims
Dismissal and Disciplinary
Redundancy
Holiday Pay
Bullying
Deduction from Wages
Whistle blowing
Takeover & Change of Employer

DEBT ADVICE

Preparing realistic budgets
Sorting out priority debts
Contacting creditors
Payment proposals
Bankruptcy petitions
Debt relief orders

EDUCATION

Exclusions from Schools
Special Educational Needs

ANTI-DISCRIMINATION ADVICE

We have recently been awarded funding from the Equality and Human Rights Commission to provide free, qualified, specialist advice and representation to anyone in Cumbria who has been discriminated against because of their race, colour, sex, age, disability, religious belief or sexual orientation.

Where to find us:

CARLISLE – 8 Spencer Street, CA1 1BG. Drop in Monday to Thursday 10am – 12.30pm or Friday 11am – 12.30pm

CALL OUR ADVICE LINE - 01228 515 129

Monday - Thursday 10:00am – 12:30pm or
Friday 11:00am – 12:30pm

You can also call 01228 515 129 to make an appointment to see us in:

WHITEHAVEN – Whitehaven Citizen's Advice Bureau, Greggs Lane.
Thursday 10am – 4pm

WORKINGTON – Workington Citizen's Advice Bureau, Vulcans Lane. Tuesday 10am – 1pm

MARYPORT – CVS (Council Voluntary Service), Selby Terrace.
Tuesday 2pm – 4pm

SILLOTH – AONB Office, Heritage Centre. Wednesday 10am – 12pm

BARROW – Barrow Multi-Cultural Service, Unit 14/16 The Mall, Duke Street. Wednesday 11am – 3.00pm

WIGTON – Market Hall, Church Street. Wednesday 1pm – 4pm



Contact us: If you have any queries please contact us on 01228 515 129 or at:

Cumbria Law Centre, 8 Spencer Street, Carlisle CA1 1BG reception@comlaw.co.uk · www.cumbrialawcentre.org.uk

CA2 Green Group

Denton Holme, Carlisle

Since the winter edition of the Resident's Newsletter the CA2 Green Group, Carlisle successfully raised the funding to commission a prefeasibility study on the Holme Head Weir on the River Caldew, Carlisle.



The aim of the study was to explore the idea of a hydro electric scheme for the local area.

The main findings of the study supported the idea of such a scheme being developed on the Caldew River at Holme Head Weir.

A further meeting was organised by the Environment Agency, to include Natural England and the Department of Fisheries,

who have given feedback on the study with recommendations.

£5000 is now required to commission a full feasibility study which the group are already applying for.

Watch this space for future developments.

Ann, Malcolm, Joyce, Hugh – CA2 Green Group, Carlisle.

