

Furniture and Recycling

We sell good quality second hand furniture at low cost. This includes white goods, such as fridges and washing machines, and other items, for example curtains or crockery.

The furniture is donated to us, or we collect it on behalf of Carlisle City Council to help reduce the amount of rubbish that goes into landfill sites. We can arrange collection and delivery.

Our main furniture service runs from Carlisle, but we are expanding it into other areas.

Other Services

Our range of services includes a Drop-In Centre and a Shop Mobility Scheme, both based in Ulverston.

More about Impact

You can see from this leaflet that we are much more than just a landlord.

We are prepared to do new and different things to achieve our aims to improve people's quality of life. We fundraise to pay for them if necessary. We have a history of successfully delivering a whole range of services, some of them "firsts".



For more information about us, please get in touch as follows:

Head Office: 01900 842100
Carlisle: 01228 633600
Salterbeck: 01946 833100
Eden Foyer: 01768 861650
Kendal: 01539 735093

Email: enquiry@impacthousing.org.uk Website: www.impacthousing.org.uk

Our Head Office is:

Nook Street, Workington, Cumbria CA14 4EH. Tel: 01900 842100 Fax: 01900 842101

Impact Operates as a Charity

We can provide information in Large Print, Braille, or other Languages. Please just ask. For Type talk users please prefix 18001 in front of the number you are calling.



INVESTOR IN PEOPLE



Impact Housing Association

"More than just a Landlord"



About Impact Housing Association

More than just a Landlord

Impact is an innovative, go-ahead organisation based in Cumbria. Most of our services are charitable. When we originally set up in 1975 our name reflected what we set out to do – **Improvement through Action**.

We still work to the principle of improving the lives of local people by driving through changes. Over the past five years we have grown significantly, and we now provide a wide range of services throughout the whole County.

Housing

Our main activity is renting out good quality affordable housing. This is for local people on a low income, but we also house people who need specially adapted accommodation. Our housing meets high standards, and we offer a friendly and flexible service to our tenants.

Although most of our properties are in Carlisle, Workington and Penrith, we also have housing in rural areas, including the Lake District National Park area.

We aim to house people with the greatest housing need first before considering others.

Occasionally, we provide shared ownership housing, or property for sale. We also work in partnership with other organisations to meet housing need. An example of this is our extra care scheme for elderly residents in Ambleside.



Regeneration

We are actively involved in the regeneration of Workington. This includes:

- Refurbishing old buildings which contribute to Workington's heritage
- Making areas of the Town more attractive
- Involving residents in designing services
- Improving local housing and facilities

We are keen to support other regeneration opportunities.



Housing with Support

We are a major provider of supported housing in Cumbria. We offer a wide range of housing with support.

Our aim is to enable people to live as independently as possible, or build up the skills and confidence to live free from support.

We cater for people with a variety of support needs, including :

- Learning Disabilities
- Mental Illness
- Ex-Offenders
- Young People at Risk
- Teenage Parents
- Domestic Abuse
- Substance (Drug and Alcohol) Misuse
- Single Homeless

We provide some of the support ourselves, but the majority is provided by the specialist agencies we work with, such as Croftlands Trust, Oaklea, and CASS.

People can apply directly for supported housing, but most residents come via referral from Social Services, Probation, the Police and other agencies.



Floating Support and Outreach

We additionally provide support to people in their own homes. This is particularly relevant where people have a short term or crisis support need, or who have suffered domestic abuse.

Community Based Services

Some of our services are designed to be used by the wider community. These include:

Sfere – the Eden Foyer, Penrith

This has a Cyber Café, free internet access, training facilities/ courses which can be used by local people throughout Eden. It also offers a range of information and advice geared towards young people.

Centre 47 – Nelson Street, Carlisle

This has a Café, meeting rooms for hire, and workshop/office accommodation. Both sites run a food co-op and sell low cost fruit and vegetables to local people.

Skills for Life Training

We provide training for people tailored to meet their specific needs. Most of our training is on a one to one basis.

Our training is mainly (but not exclusively) for people under 25 who have fallen through the net at school, and who want or need to increase their basic skills, including numeracy and literacy. We offer both basic skills and Entry to Employment (E2E) training from sites across the County.

We also offer some job related training, and computer based development which can lead to recognised qualifications. These are aimed at increasing a learner's chances of getting employment or further training.

Our experienced staff understand about potential and actual barriers to learning, for example dyslexia, and try to make sure each individual's needs are catered for.

