

INSIDE

FREE COMPUTER TRAINING ● AFFORDABLE HOMES ● HOME IMPROVEMENTS

YOUR news

FREE
or discounted
family days out

Cracking down
on troublemakers

Health advice



NORTHUMBERLAND
Northumberland County Council

Homes
FOR NORTHUMBERLAND

A magazine for Northumberland
County Council Tenants
ISSUE 12 SPRING 2016

WELCOME



4

WORKING TO IMPROVE YOUR HOMES AND ESTATES



15

NOTICEBOARD - YOUR GUIDE TO LOCAL INFORMATION



18

YOUR HEALTH MATTERS



20

CRACKING DOWN ON TROUBLEMAKERS

KEEP IN TOUCH



SAVE TIME AND DO IT ONLINE

If you want to report a problem, apply for services or pay bills it is cheaper, faster and easier to do it online.

Simply visit www.hfn.uk.com and complete your task from the comfort of your own home, or even on the move from your smart phone.



CUSTOMER CONTACT CENTRE

For queries about your council property, repairs, rents and neighbourhood services ring **01670 542424**

For queries about any other Northumberland County Council service such as Homefinder, council tax, housing benefit, refuse collection or pest control ring **0345 600 6400**



CUSTOMER INFORMATION CENTRES

You can call in at any Northumberland County Council customer information centre and speak to one of our friendly advisors about any housing or council related issue.

FOLLOW US ON



Simply search Homes for Northumberland and click to like our page



@HomesforN-land

YOUR VIEWS

If you have any suggestions about articles that you think would be helpful or of interest to tenants please let us know.

Please forward any ideas or community photos to: communications@northumberland.gov.uk

Please contact our Customer Contact Centre if you would like to receive this information in another language or format, for example Braille or audio.

WELCOME

Welcome to this new look edition of Your News which is packed full of community stories and helpful advice.

As you know in Autumn last year Northumberland County Council took over the management of council housing in the county.


I'm sure you'll agree this transition went very smoothly. Staff from Homes for Northumberland moved across to the council so you should still be in touch with the same housing officers, in the same ways as before.

2016 is already shaping up to be a big year in the housing service. In this magazine we've included details of the huge investment we are making to improve your homes and neighbourhoods. Two new affordable home developments in north Northumberland are almost complete and residents will soon be moving into these properties (page 16).

When we took over the management of council housing we made a commitment that tenants would have an even greater say in how services are delivered. Read page 10 to find out about the progress we've been making.

There are lots of opportunities for you to get involved in your community but why not start by joining in an estate walkabout or letting your local housing officer know of any suggestions you may have to improve your neighbourhood (page 11).

We look forward to working with you.



Best wishes

Northumberland County Councillor, Allan Hepple
Cabinet member for planning, housing and regeneration



FREE or Discounted Entry to Top Attractions

Top attractions throughout Northumberland will be offering free entry or discounts to people living in the county during the annual Residents' Festival on 12 and 13 of March 2016.

Throughout the weekend, castles, gardens, stately homes and museums will be opening their doors to local residents.

There will be something for all ages with tours, events and activities bringing local culture to life. Over thirty attractions are taking part including:

- | | |
|---|--------------------------------|
| Alnwick Garden | White House Farm Centre |
| Housesteads Roman Fort | Blyth Battery |
| Warkworth Castle | Seaton Delaval Hall |
| Bamburgh Castle | Woodhorn Museum |
| Kielder Water Birds of Prey Centre | |



WORKING TO IMPROVE YOUR HOMES AND ESTATES

BLYTH

NEW DELAVAL ESTATE, NEWSHAM

Work is progressing well on a £2.9 million pound scheme to breathe new life into the New Delaval Estate in Blyth.

We are currently installing new street lighting and demolishing and rebuilding garden walls, while pathways are being relaid with flexi-paving and roads resurfaced. Elsewhere on the estate, properties have had their exteriors rendered and guttering and rooflines renewed.

The environmental improvements to the 350 home residential estate are being funded by Northumberland County Council and are expected to be complete by September 2016.



COWPEN ESTATE

133 properties on Cowpen Estate in Blyth have had brand new kitchens installed. The work included new sinks, work tops, units, light fittings, floors and tiles.

We are now starting kitchen replacements on 56 properties in Alnwick and Longframlington.



ALNWICK

KING STREET

A major scheme to refurbish some of Alnwick's oldest council houses in King Street is over half way through and due to be complete this Spring.

Twenty properties have been stripped down to the brickwork to install a membrane to counter damp issues. They have been completely renovated and rewired and have new floors, walls, doors, insulation, heating and energy efficient boilers.

At the same time the properties have been given new kitchens, bathrooms, blinds and carpets, with the tenants choosing their preferred colours, styles and materials.



IMPROVE ESTATES

FREE SOLAR ENERGY BRINGS WARM GLOW TO TENANTS

Hundreds of our tenants are benefiting from solar power energy which is lowering energy bills and reducing carbon emissions in council owned homes.



These properties on New Delaval Estate have recently had their exteriors rendered

Over 500 properties in Cramlington, Blyth and Seaton Delaval have had hi-tech solar panels installed on their council houses over the past year.

Tenants pay nothing for the panels or their maintenance and can expect to save between £100-200 a year on their bills.

Mrs Watson of Axminster Close in Cramlington said: "The installation was quick and easy and the panels made a real difference to my fuel bill which reduced almost immediately. I have saved almost £150 in the first year. I get free

electricity during the day so I try to use electrical appliances such as the washing machine, during the day to take advantage of this."

Council tenants in the communities of Alwick, Lesbury and Boulmer are now being invited to join in the scheme. Over 150 council properties in this area have already had solar panels installed.



Ms Winter from Milldale Avenue in Blyth in her new kitchen

Central Heating

REPLACEMENT SCHEME

We've installed new highly efficient boilers to over 1,600 council properties across the county which will help reduce tenants' energy bills.

The £4.8m scheme involved removing old boilers and installing combination boilers (which provide heating and hot water), radiators and pipework.

We are now working to replace the old boilers in 260 properties across Alwick and Longhoughton.



Mark Dyson has moved back into his refurbished home in King Street, Alwick

Don't get bitten by A LOAN SHARK

Many of us will struggle with our finances at some point, but when times are tough some people feel they have no option but to borrow from illegal money lenders – more commonly known as Loan Sharks.

Loan sharks are often very friendly at first but once payments are missed many will become intimidating, threatening or violent. They rarely set their terms out on paper, keeping their borrowers in the dark but they are known to charge very high interest rates.

Under no circumstances should you ever go to an unlicensed lender. If you have, you have not committed a crime. They have.

The pressure of paying back a loan shark can cause huge anxiety and stress. However help is at hand. If you've borrowed money from one you can report them anonymously to The Illegal Money Lending Team who will investigate and prosecute loan sharks and support people affected by this crime.



ANNE'S STORY

As a single mother Anne couldn't afford to buy Christmas presents for her two young children. Spotting an advert in her local paper for unsecured loans, she called the number.

A man answered and told her he would lend her £150 and she would need to repay £15 each week plus an extra £10 a week in interest.

Anne felt sure she would be able to pay the loan back within a few months. However in January she became ill and unable to work she defaulted on a couple of payments. The loan

shark barged into her home with two other men late one night and pulled electrical items out of her living room, claiming the loan was secured against them.

Anne was terrified. A few days later she received a note to tell her that an extra £100 had been added to the debt for the 'bailliff' visit. From that point onwards Anne made sure her repayments were up to date but the shark continued to appear at her door, alleging she'd missed payments. For every visit he would add an extra £100.



This continued for 5 years, with Anne paying back a staggering £5,000 on the original £150 loan!

"When I read about the Illegal Money Lending Team in my local paper I called their confidential helpline. They took up my case and the loan shark was prosecuted. It was such a relief and weight off my shoulders. If he hadn't been arrested I'd probably still be paying him now" said Anne.

**Report a
loan shark**

Contact the
Illegal Money
Lending Team on
**0300 555
222**

(24 hour service)

PROBLEMS AFFORDING THE RENT?

Don't bury your head in the sand

If you've lost your job, had your work hours reduced, seen your benefits cut or are facing rising living costs, it can be easy to slip into rent arrears.

The beginning of the year is often a tough time financially. If you're reeling from the cost of Christmas and wondering how you are going to pay the bills don't bury your head in the sand and hope they go away. They won't!

REGAIN CONTROL OF YOUR FINANCES

1 Make Sure Your Priority Bills Are Paid First

Your priority bills include rent, council tax, gas, electricity and water. If you are struggling to pay the bill, let that organisation know as soon as possible as they may assume you don't want to pay and will start taking action.

2 Maximise Your Income

Check you are receiving all the benefits and tax credits you are entitled to. We can help you calculate your benefit entitlement and help you to make an application.

3 Draw Up A Budget

Working out your personal budget will help you to see:

- How much money is coming in
- How much money you are spending
- How much money you have left
- How much you can afford to pay the people you owe money to

4 Talk To Us

It is very important you don't ignore money worries and if you talk to us we can help work out a way forward together. We provide specialist support to help you keep your home and avoid eviction. We can:

- Check you are receiving all the benefits you are entitled to
- assist with your budgeting and help you manage any benefit changes you may be facing
- refer you for specialist support to help you manage your debts and maintain your tenancy
- advise you on your housing options which could include down sizing.



TO FIND OUT HOW WE CAN HELP YOU PLEASE CALL 01670 542424

HOME INSURANCE YOUR RESPONSIBILITY

We strongly advise all our tenants to take out home contents insurance to cover damage or loss of property.

If you do not have contents insurance and you have a flood, fire or burglary for example, you will be responsible for meeting the cost of replacing all your belongings and furnishings.

We have negotiated a home contents insurance scheme called Crystal to help our tenants get insurance easily and at a price that is affordable. Under this policy there

is no excess in the event of a claim and there will be no price rise for the tenant if they make a claim.

There are of course many other companies offering home insurance and you are free to make your own arrangements if you wish.

For further information, please contact your housing officer, ring our customer contact centre on **01670 542424** or email info@hfn.uk.com



UNIVERSAL CREDIT ...IS COMING

Universal Credit is a new government means tested benefit that provides help to working age people who do not have enough money to live on. It is gradually being introduced across the country and will not affect everybody straight away.

Who will it affect?

From February 26, Universal Credit will start to be rolled out in Northumberland but it will only affect single people, of working age who do not have children and are making what would have been a new claim for Job Seekers Allowance.

If you're already claiming benefits, you don't need to do anything. You will be advised when any changes will affect you.

Universal Credit will replace:

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

The benefit will be paid to households, rather than individuals in one monthly payment straight into a bank, building society, credit union or post office account.

What does this mean for paying rent?

If you are entitled to help towards your rent this money will now be included in your Universal Credit payment and paid directly to you. You will need to make a separate claim for help towards your council tax.

This means that you will be responsible for paying your rent and making sure that you don't fall into arrears.

How to claim for Universal Credit

The main difference with Universal Credit is that the vast majority of people will have to make their claims and manage any changes to their application online.

Alternative arrangements may be considered for individuals unable to use an online account, but this will only be in exceptional cases. There is no paper claim form available.

Need help?

If you require help to complete your online application or with managing your budget you can get support at your Jobcentre Plus office.

You can also contact:

- Universal Credit Helpline
0345 600 0723
www.gov.uk/universal-credit
- Northumberland County Council
Customer Services **0345 600 6400**

**PLEASE
REMEMBER**

AT THE MOMENT THE
CHANGE ONLY APPLIES TO
NEW CLAIMANTS WHO ARE
SINGLE AND HAVE NO
CHILDREN

Learn to use a computer at your library

Do you want to learn how to use a computer?

Are you curious about the internet?

Why not book a FREE one-to-one session at your local library with one of our Digital Champions?



Our computer training sessions are friendly, informal and tailored entirely to your needs and our volunteer champions will help you learn at your own pace.

They have been helping local people to:

- upload digital photos
- hunt for jobs
- shop and bank online
- keep in touch with family and friends using Facebook, email or Skype.

Michelle Tyler said: "Many jobs are now advertised online. The training I have received has been really helpful to me with my employment situation at the moment."



...Perhaps they could help you too



Margaret Durnan has been receiving computer training at Ashington Library from digital champion Chris Byrne. She said: "The sessions are great because they help you develop the skills that you need personally. However small your query, the digital champions can help. You can have a one-off session or go a number of times."

Want to find out more?

Contact your local library, the Northumberland County Council contact centre on **Tel 0345 600 6400**, or if you are able, email mylibrary@activenorthumberland.org.uk

GETTING INVOLVED



TENANTS GIVEN GREATER VOICE ON HOUSING SERVICES

Last Autumn Northumberland County Council took over the management of council housing in the county and staff from Homes For Northumberland transferred to the council.

At the time we made assurances to you that we would strive to be an excellent landlord and that we would continue to work closely with tenants to seek their views and provide first class services.

WHAT'S NEW

A seat with the decision makers

Tenants now have a greater say in decisions that affect them, their homes and the areas they live in through the formation of the Tenants Voice sub committee.

The committee is made up of four tenants and four councillors. It means tenants now have a seat at the decision making table with their landlord, Northumberland County Council and a direct voice and influence over decisions affecting housing services. We are very proud of this and believe this is the first committee of it kind in the country.

New tenant forum is working for you

We've set up a brand new Tenants Forum - a group of tenants who are working with us to help improve our housing services.

Following an extensive recruitment process, ten tenants have been appointed to the forum. It will be their role to act as a critical friend and the voice of all our tenants. They will meet regularly to monitor and challenge our performance and standards, examine our policies and priorities, review our budgets and make sure our tenants receive value for money in all the services we provide.



Kate Sims from Alnwick has recently been recruited onto the panel. She said



"Being part of this group is a fantastic opportunity to put tenant's views forward, and make positive changes to the services they receive."

Debbie Trinder from Blyth said



"I joined the panel as I felt it was very important that the views of tenants were heard and taken into account."

ESTATE

WALKABOUTS

Have you an issue or a suggestion about your area?

Why not join your local walkabout and speak to your housing officers about it.

Check out the dates below. If you would like further information contact your Housing Officer for more details.

NORTH NORTHUMBERLAND	MEETING PLACE	TIME	DATES
Alnwick: Kings St, Lisburn St, Lisburn Court, Upper Howick St	Bottom corner of Kings Street	10am	March 11
Amble	Entrance to Straffen Court	9.30am	April 8
Rothbury area 1	Jubilee Crescent	10am	April 5
Rothbury area 2	Addycombe Gardens	11am	April 5
Longhoughton	North End	10am	April 12
Craster	South Acres	11am	April 12
Longframlington	White Cottages	10am	April 19
Felton	Village Hall	11am	April 19
Embleton	Doctors Surgery, Greyfield Est	10am	April 26
Shilbottle area 1	Selby Road garages	10am	May 3
Shilbottle area 2	The Haven	11am	May 3
CRAMLINGTON			
Eastfield Grange	Entrance to Cairnglass Green	10am	May 26
Mayfield Glade	Bottom of Barrasford Rd next to Clifton Rd shops	10am	May 5
Nelson Village	Outside local shop in village	10am	April 6
Eastfield Lea (A's)	Outside Community House at 1 Axminster Close	10am	May 19
Cottingwood Grange	Car Park next to 1-7 Coltpark Place	2pm	April 21
East Cramlington & Lanercost	Entrance to Reedswood Crescent	10am	April 14
SEATON VALLEY			
Seaton Delaval & Seghill	Corner of Blyth Street and Prospect Ave	2pm	March 2
Deneside / Seghill	Entrance to estate	2pm	March 16
Elsdon/Hallington	Astley High School	2pm	March 23
Elsdon/Woodside	Corner of Elsdon and Tillmouth Ave	2pm	March 30
The Crescent/Northcott	Outside Blake Arms	2pm	April 6
Holywell	Corner of Holywell Dene Road/Holywell Ave	2pm	April 13
New Hartley	Outside Hartley Court	10am	May 13
Wheatridge St Romans Drive	Outside 1 Wheatridge Outside 7 Aidans Avenue	9.30am 11am	April 15
Seaton Sluice Old Hartley Square	1 Southward Seaton Sluice Outside number 76	9.30am 10.45am	March 11
BLYTH			
The Avenues lower streets	Entrance to First Avenue	10am	April 22
The Avenue higher streets	Outside 9 Twenty Third Avenue on corner	10am	April 8
Benridge Park / Cottingwood Green	15 Benridge Park	10am	April 29
Croft Road area	Outside 37 Coomassie	10am	May 6
Delaval Estate	101 Delaval Crescent	10am	May 13
Newsham Flats and Brockwell Court	Outside 7 Brockwell Court	10am	May 27
Bowes Court and surrounding areas	The church entrance to Edward Street	10am	March 4 May 20
Hodgson's Road (Limes, Chestnut, Poplar, Willow, Sycamore Avenues, Millfield Gardens and Hodgson's Road)	Entrance to Limes Avenue	9.30am	March 24 May 19
North Farm Estate (Walton, Temple and Lindsay Avenues, Cowpen Road)	Entrance to Walton Avenue	10am	March 3 April 28
Solingen Estate	Solingen Estate sign at estate entrance	10am	March 18
Cowpen Farm	Outside No 1 Fallow Park Avenue	10am	April 28
Cowpen Estate	Nisa Shop on Brierley Road	2pm	May 5

Playtime is the best time



IN MEMORY OF JACKIE

Children of all ages are enjoying a fabulous new play park in the Seaton Valley.

The park has some wonderful equipment in it, but it is the hi-tech Cinderella carriage that is proving the biggest hit with the younger children. What's more, it has inbuilt technology so parents can bring along their iphone or ipad and download a story for their children to listen to.

The park, situated behind Hallington Drive, was the brainchild of two local women Jackie Young and Nicola McMillan who enlisted the help of the local community and local county councillor Bernard Pidcock to drive the scheme forward and raise funds for it.

Tragically Jackie died last year aged just 39, and the park is now being renamed in her honour.

Below: Charlie Forrest and Jessica Wells from Westbourne Estate



CHILDREN OPEN NEW AMBLE PLAY AREA

It was all smiles as local children opened a new fun-filled play area in Amble.

The playground, which is suitable for young children, features a range of play equipment including a net and rope bar, balance blocks and a rotating beam and dominoes. A mini 5-a-side football pitch with new goal posts has also been reinstated at the side of the park.

The play area is situated just off Dandsfield Square in Amble and has been funded by developers Galliford Try Partnerships North who have built 48 new affordable homes on the estate. The community play area was negotiated as part of the original planning agreement.



Children from Amble Links First School with Councillor Allan Hepple, Debra Phillips, Galiford Try and Councillor Robert Arckless

free! fun!
childcare
for your
2 year old!

Your two year old could
 get up to 15 hours of
FREE childcare per week.



For more information visit:
www.northumberland.gov.uk/freechildcare

Or call:
01670 623592

Northumberland
 Northumberland County Council


 Department
 for Education

Scan here for
 more information



are you good with children?

If you answered yes and have the time and space in your home, we have great opportunities for anyone who is looking for emotionally and financially rewarding work with children and young people.

We urgently need more foster carers to offer different types of care for children and young people.

As a Northumberland foster carer you are paid every week of the year; plus you get full funding for each child, 24-hour support and ongoing training.

COME AND JOIN US!

You can foster whether you...

- ✓ are married, single, gay or straight
- ✓ own or rent your home
- ✓ are any ethnicity, culture or religion
- ✓ do or don't have children
- ✓ are working or unemployed

For more information

visit northumberland.gov.uk/foster or call Caroline on 01670 626262



Northumberland
 Northumberland County Council

Controlling condensation in your home

If you notice streaming windows, damp surfaces and musty smells in your home, it might be because there is too much condensation inside.

Don't panic. Just wipe down the mould with a special wash (available from DIY stores) and follow our top tips below. Pay particular attention to kitchens and bathrooms which produce the most moisture.

Just
one
load of damp washing
can emit
nine
pints of moisture
into your home

You can
produce around
22 pints of water
in your home
each day
through everyday
activities



AVOID

drying laundry on radiators or in front of fires. If it is too cold to hang washing outside, put it in the bathroom and open the window or turn on the extractor fan.

CLOSE DOORS

when cooking and bathing to prevent steam going into colder rooms, even after you have finished.

ALWAYS

keep lids on pans when cooking.

ALWAYS

open vents, turn on an extractor fan or if possible open a window after a bath or shower or when cooking.

KEEP

your heating on a low setting for longer periods when the weather is cold or wet. This is more effective than setting it high and turning it off and on.

ALLOW

air to circulate around furniture and in cupboards by making sure they are not overfilled and there is space between the furniture and the wall.

For more help and advice on how to prevent and tackle condensation visit
www.hfn.uk.com/publications/leaflets

NOTICEBOARD

Free eBook downloads

Northumberland libraries now have eBooks, eAudiobooks and eMagazines that members can download free of charge. If you aren't already a member it's quick and easy to join online!

You can download even when the library is closed onto your PC, tablet or eReader.

For more information about available titles and device compatibility or to join the library online visit www.mylibrary.co.uk



Tall ships date

Blyth is to host the prestigious North Sea Tall Ships Regatta, an event involving some of the largest and most spectacular Tall Ships in the world.

The ships will sail into port over the weekend of 26-29 August, giving residents and visitors the opportunity to see one of the greatest maritime sights in the world. Make sure you put the date in your diary now!



The Golden Guide is out now!

The Golden Guide, a free booklet that provides practical support for the over 50s, is now available.

It is packed full of helpful advice about leisure, health, money, care and your home.

To get hold of a copy, ring Age UK Northumberland's Advice Line on **01670 784821**

We are offering a **FREE** micro-chipping service at Beacon Hill, Community Centre, Langdale Drive, Cramlington, NE23 8EH on **Monday 21st March 2016** between 1-3pm. Just come along with your dog. No need to book an appointment

Last year the council responded to **1,179** stray dog reports



Is your dog micro-chipped?

From 6 April 2016, by law, all dogs in England will need to be micro-chipped.

Micro-chipping is a painless procedure that involves a small chip being implanted under the dog's skin. It has a unique identification number, linked to a secure national database, on which the owner's name and address is stored.

The micro-chip provides peace of mind that if your dog does go missing, it can be swiftly reunited with you.

AFFORDABLE HOUSING

Building an AFFORDABLE

The lack of affordable housing is one of the biggest issues facing young people and families in Northumberland.

Northumberland County Council has placed a strong emphasis on building new council homes and by the end of this year will have built 291 properties since 2013.

RECENTLY...

Thirty six new affordable homes have been built in north Northumberland. These will be available to rent in spring. The modern, energy efficient homes are a mix of 1, 2 and 3 bedroom houses and bungalows and have been built by the council in response to local need.

Work to build a further 26 new affordable bungalows for rent, in Blyth has just started on the site of the former Morpeth Road School. These properties are expected to be completed by September 2016.

SHILBOTTLE

20

Twenty new homes have been built adjacent to Fairfield View



EMBLETON

16

Sixteen new homes have been built adjacent to the old quarry



FUTURE

By the end of this year we will have built

291
affordable properties since 2013

IN 2015

48

Forty eight new affordable homes were built in Amble. These properties have now been rented out to people from the Homefinder register easing pressure on the waiting list.



CHANGES TO

NATIONAL HOUSING POLICY

Changes in national housing policies are to be introduced by central government later this year. The full detail of these policies is currently being debated by Parliament and we are awaiting this detail before we can fully understand the implications for the council.

We expect the council's housing revenue fund will be greatly reduced and therefore our ability to build affordable housing. We've been talking to other agencies and looking at other ways of providing low cost housing in the future.



If you wish to apply for a council property you will need to register with Northumberland County Council Homefinder at www.northumberlandhomefinder.org.uk or if you do not have access to a computer call 01670 542424.

Know Your Numbers!

Know Your Numbers, has nothing to do with counting or maths but a whole lot to do with your health.

The Know Your Numbers Campaign is designed to educate the public about the health complications associated with high blood pressure and to encourage people to monitor their blood pressure.

While the condition may be without symptoms, blood pressure is the underlying cause of serious problems such as heart attacks, strokes and heart and kidney disease.

If you haven't had your blood pressure checked in a while, please make an appointment with your GP.

If your pressure does happen to be on the high side, your GP will give you advice on the actions you can take to reach and maintain a healthy blood pressure.



Looking to quit?



If you decided to quit smoking this New Year, then you already know your reasons why.

Whether it's to save hundreds of pounds each year to spend on nice things like a family holiday, or just to be healthier, you've made the right decision.

There is no getting away from the fact that smoking is incredibly addictive and the temptation to go back to that old friend tobacco can be overwhelming, but there are many ways you can get support to keep on track.



In Northumberland we have trained advisors on hand to work with you to develop an individual treatment programme which includes medication to deal with cravings, withdrawals and behaviour change.



ALCOHOL CAN CAUSE 7 TYPES OF CANCER INCLUDING BREAST CANCER.

The more you drink, the more you increase your risk.
Reduce your risk of developing breast cancer.



Go to reducemyrisk.tv for the facts.
Concerned about your drinking? Call Drinkline: 0300 123 1110
#7cancers

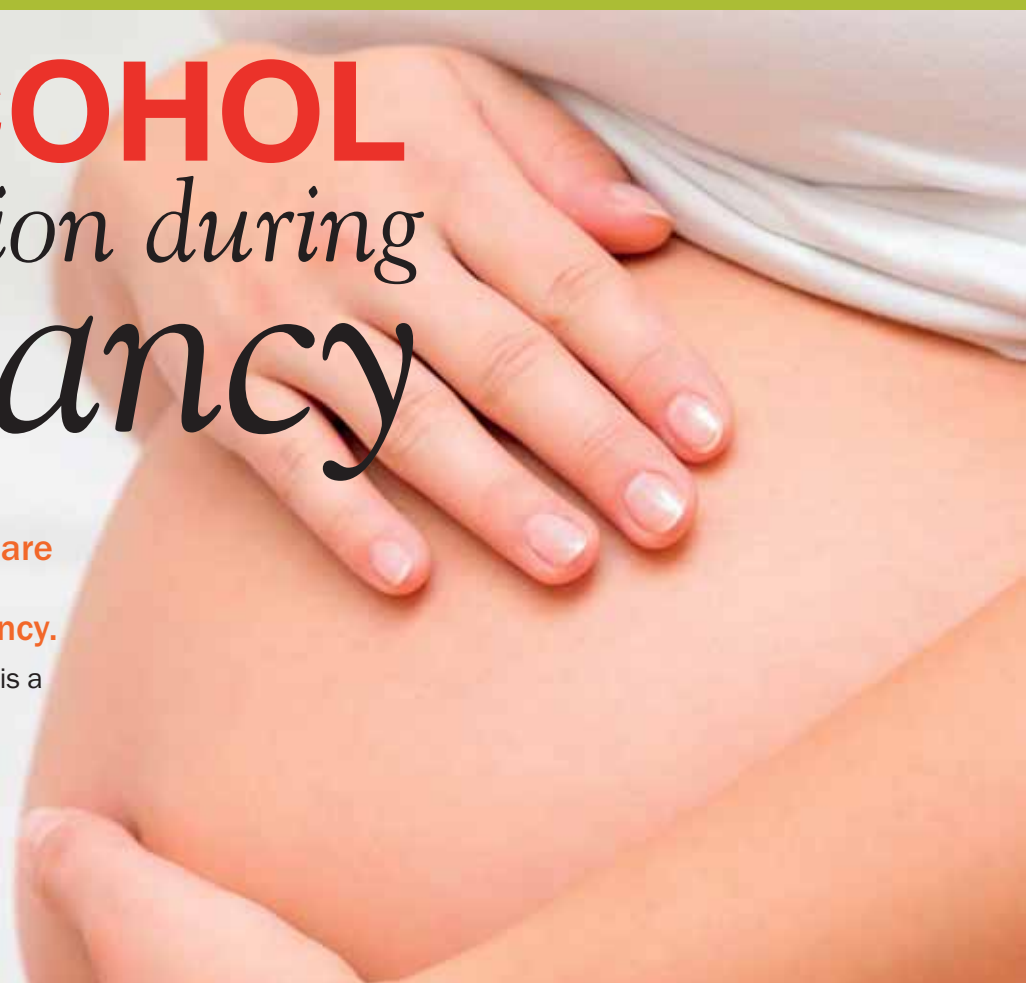


NO ALCOHOL is safest option during pregnancy

Mums-to-be in Northumberland are being advised to avoid drinking alcohol throughout their pregnancy.

Foetal Alcohol Spectrum Disorder (FASD) is a term given for a range of permanent disabilities that can be caused when a developing baby in the womb is exposed to alcohol. These can include physical disabilities, learning difficulties and behavioural problems.

There is no cure for FASD but it is preventable – no alcohol means no risk.



CRACKING

A WEEK OF ACTION

BENRIDGE PARK

Officers from the Blyth neighbourhood policing team joined us in a week long crackdown on anti-social behaviour in the Benridge Park area of Blyth.

The week of action was launched in response to concerns raised by local residents about anti-social behaviour and disorder from a small minority of troublemakers.

We are continuing to work closely with tenants and the police to resolve problems on the estate and make the area a safer, cleaner and more pleasant place to live.

Camera installed

After listening carefully to what residents told us we've installed a closed circuit television camera on the estate.

The surveillance system will provide invaluable support in combating anti-social behaviour and enable operators to monitor incidents and identify offenders.



EASTFIELD LEA

Eastfield Lea Estate in Cramlington became the centre of attention during a community Week Of Action.

There were street clean-ups and litter picks and information drop-in sessions. Problem tenants were visited by officers and a senior youth worker spent time on the estate talking to teenagers and helping them access any support they required.

Keeping our estates safe

We want all our tenants to feel safe and secure in their home which is why we do not tolerate anti-social behaviour.

We can and do take action against people who cause damage in the community or distress to their neighbours. Trouble-makers can face criminal conviction and ultimately lose their home.

REMEMBER
as part of your tenancy agreement
YOU are responsible for all visitors and their behaviour while visiting your property

DOWN ON TROUBLEMAKERS

WORRIED ABOUT

ANTI-SOCIAL BEHAVIOUR

YOU CAN REPORT IT BY:

Talking to your local housing officer

Contact our Anti Social Behaviour
intervention officer on

01670 542424

Calling **101** (for non-urgent crime)

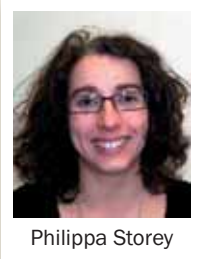
In an emergency always
dial **999**

OLICE

HOUSING OFFICERS

YOUR HOUSING MANAGEMENT TEAM

Your Housing Management Team is here to help with questions on a range of housing services including, rent, estate management or your tenancy. We have a dedicated Housing Officer for each estate. Find out who your officer is and contact them on (01670) 542424.



Philippa Storey



Christine McGregor



Pearl o'Hare



Sarah Thorpe

Area Housing Manager

Blyth North and Alnwick Area

Area Housing Manager

Blyth South

Team Leader

Blyth North and Alnwick Area

Team Leader

Blyth South

YOUR HOUSING OFFICER

ALNWICK OFFICERS

Our Alnwick officers are based at Greenwell Lane, Alnwick and cover: Alnwick, Amble, Shilbottle and our other rural properties in the north of the county.



Simon Crosthwaite

Simon covers:

Alnmouth, Boulmer, Craster, Embleton, Elsdon, Felton, Glanton, Harbottle, Longframlington, Longhoughton, Netherton, Newton by the Sea, Powburn, Rothbury, Shilbottle, Thropton, Whittingham



Julian Whitley

Julian covers:

All Amble estates, Hauxley



Andrew Howstan

Andrew covers:

Alnwick

BLYTH OFFICERS

Our Blyth officers are based at the Civic Centre, Blyth and cover a range of patches including: Cramlington, Seghill, Seaton Delaval and Blyth.



Caroline Hedley

Caroline covers:

The Poet's Estate, Seaton Sluice, New Hartley (she also covers Allendale and Haltwhistle)



Graeme Harwood

Graeme covers:

Eastfield Lea, Collingwood Grange, Mayfield, Cowpen Estate Flats



Sitara Choudhury

Sitara covers:

Cowpen estate



Jacqueline Finlay

Jacqueline covers:

The Avenues, Solingen, Blyth Town Centre



Joanne Walker

Joanne covers:

East Hartford, Cramlington Eastfield Grange, Cramlington Mayfield Grange, Cramlington East, Cramlington, Allensgreen/Allerhope, Nelson Village



Kayley Atkinson

Kayley covers:

Newsham and New Delaval



Jane Gair

Jane covers:

North Farm, Bebside, Cowpen Farm, Hodgsons Road, Cowpen Quay



Kevin Bradley



Jeff Baker

Kevin and Jeff share a patch. They cover:

Seaton Delaval and Seghill

TALKING TO THE TELEPHONE TEAM



Last September, trained telephone advisors from the Homes for Northumberland team moved to the county council service centre in Cramlington.

Our Resident Involvement Team organised a trip to the centre for tenants from Rothbury and Thropton so they could meet the staff who handle tenant telephone calls and see how the service was being delivered following the move.



Alistair Baldwin explains to tenant Ann Dick how the contact centre operates



"The staff have a lot more to cope with than I thought. They need lots of knowledge."

Janet Donkin



"I thoroughly enjoyed the visit and found it very informative."

Ann Dick

"I was surprised by the volume and variety of calls handled through the centre – more than 1,500 each day."

Joan Woodburn



"The staff were good at explaining to me how the call centre worked and what they have to cope with. Every call is different."

Mina Turnbull



"The centre was very well run. The staff were very professional, friendly and helpful."

George Thompson



"It was lovely to meet the people who make the calls and find out their views first hand."

Sara Atkinson
Assistant Customer Contact Manager

New Gym at Concordia Leisure Centre



Complete with functional training area in addition to the latest range of Technogym cardiovascular and resistance equipment.

Mywellness

As part of the new gym we have invested in the latest training programme technology from Technogym.

The new 'Prescribe' training solution helps our instructors in creating you the best and most effective training programmes, and allows you to track your exercise and lifestyle activity online through the mywellness website or via the Active Wellness mobile app.



ACTIVE
NORTHUMBERLAND

 Active Northumberland

 @ActiveNland

For more info head to www.activenorthumberland.org.uk