

YOUR MAGAZINE

THE MAGAZINE FOR GUILDFORD BOROUGH COUNCIL TENANTS AND LEASEHOLDERS

Contact *point*



and



working together

Winter 2024



COME AND JOIN IN THE FESTIVE
FUN AT THE HIVE!

**All change within
the housing team**

**Tenants'
Engagement Group**

www.guildford.gov.uk

*What is on this
Christmas*

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Your magazine... winter 2024

Hello everyone, and once again I hope you enjoy this edition of Contact Point.

A lot has happened since the last time I wrote for the magazine. There have been staff changes within Housing, all for the better. See the articles introducing Pedro as the new Joint Chief Executive, Julian as Joint Strategic Director of Housing, Communities and Environment and Annalisa as Joint Assistant Director, Housing Services on pages 10 & 11.

This means your Tenants' Engagement Group being more involved, resulting in a few more meetings. All concerned feel it is well worth it, as we have already seen a lot of improvements.

The next piece of good news is a new Resident Engagement Officer has been appointed and we are looking forward to working with him. Conor was poached from the Community Wellbeing Team, so some of you may recognise him, see his article on page 11.

Finally, I am pleased to say that another new member has joined the group. A big welcome to Mark, who I hope will enjoy working with us and I'm sure his input will be of great help.

If you would like to get involved with the Tenants' Engagement Group, please do let us know.

Look after yourselves

Alan,
Chair of Tenants Group



 tenants.group@guildford.gov.uk

 **Conor on 01483 444769**

If you would like:

- more information on any of the articles in this edition of Contact Point
- to receive in large print, Braille, audio or another language

please contact us.

Resident Engagement Officer,
Millmead House,
Millmead,
Guildford, GU2 4BB.

 01483 444769

 Email: tenants.group@guildford.gov.uk

 [@GBCCommunityWellbeing](https://www.facebook.com/GBCCommunityWellbeing)

 [@GBCCommunityWellbeing](https://www.instagram.com/GBCCommunityWellbeing)

Front cover photo: Thanks to Jon Hawkins for allowing us to use his stunning photo.

Answers to spot the difference on page 20



Christmas at The Hive

COME AND JOIN IN THE FESTIVE FUN AT THE HIVE!

Gift Stalls

Santa's Grotto

Entertainment

Face Painting

Raffle

Funfair Rides

Festive Food

Arts and Crafts

Hair Braiding

23rd December
The Hive, Park Barn, GU2 8EN
11am-3pm

Tel: 01483 444150
Email: community.wellbeing@guildford.gov.uk
[f](https://www.facebook.com/GBCCommunityWellbeing) [i](https://www.instagram.com/GBCCommunityWellbeing) @GBCCommunityWellbeing

The Hive



Christmas at The Hive

Get ready for a jolly good time at our Christmas Fair on Monday, 23 December, 2024, from 11am to 3pm!

Bring the children to meet the one and only Santa in his magical grotto! Hop on the thrilling 'Jets' ride for a whirl of festive fun and unleash your inner pastry chef by icing your own biscuits or crafting scrumptious s'mores with our awesome Playranger team!

That's not all! Get your face painted like a festive masterpiece, dive into arts and crafts, or get your hair braided into a holiday wonder!

Check out our Winter-themed stalls and displays featuring amazing art creations from Artventure,

Reskilled and Popolo ceramic pottery - perfect for some unique holiday shopping!

We'll keep the festive spirit alive with merry tunes, delicious food options, and steaming hot chocolate to warm your hearts! And don't miss our homemade non-alcoholic mulled wine - it's the holiday cheer in a cup!

Join us for a day packed with laughter, creativity, and all the festive fun!

We can't wait to welcome you!

The Hive Team



GASKIN'S CHRISTMAS LUNCHES 2024

21st December

GET TOGETHER FOR A SIT-DOWN MEAL

WOODY'S RESTAURANT
MERRIST WOOD COLLEGE,
WORPLESDON, GUILDFORD, GU3 3PE

ARRIVE 13:00PM FOR LUNCH AT 13:30PM

24th December

FREE DELIVERY TO YOUR HOME

PLEASE CHOOSE ONLY ONE OF THE
ABOVE OPTIONS

INFO@FREECHRISTMASLUNCH.COM
MARTA 07855846957

PLEASE RESERVE YOUR MEAL
PLEASE REMEMBER THIS IS A FREE EVENT
LONELY, STUDENTS, HOMELESS,
VULNERABLE, EVENT OPEN TO
EVERYONE IN NEED

The Community Pantry

The Community Pantry is open to everyone living in the borough of Guildford.

It is based at The Hive, Park Barn Drive, GU2 8EN and is open on Monday, Wednesday and Friday from 10am to 2pm, found before on the left hand side of the coffee shop.

This service has been provided to help with the cost of living.

Pre-filled bags contain approximately 8-12 'top up' products such as soup, cereal, long-life milk, pasta/rice and fruit tins and can be collected once a fortnight.

When you start to use the service and receive your first bag you will be given a stamp card, this card will remind you when you can come again. You will be asked to provide your stamp card and postcode. Please note we will offer one bag per household.

Additional food support is available at various venues across the borough, and details of this is provided in the leaflet found inside each bag.



 **The Hive Community Pantry**

 Open to everyone who is affected by the current cost of living. Please use this service only if you really need it, so we can reach more people. 

We can provide one bag of essential items every two weeks. One bag per household and you will need to provide your pantry card to be signed every visit. 

If you receive an item you will not use, kindly donate back for re-distribution.
Our stock is limited and items are not guaranteed.

**Available Monday, Wednesday
Friday 10am-2pm**

 The Hive, Park Barn Drive, GU2 8EN
 01483 444 150 **Free parking on-site or use bus routes 1, 4, 5, 17**
 community.wellbeing@guildford.gov.uk 

 There are other places where help with food is available...

Salvation Army Guildford - guildford@salvationarmy.org.uk - 01483 506 763

North Guildford Foodbank-
www.facebook.com/NorthGuildfordFoodBank/
www.northguildfordfoodbank.co.uk 01483 458055

Ash and Ash Vale Food Project - 07730 609446
or 07843 489796- Community Fridge available at The Chapel, 36 Wharf Rd, Ash Vale, Aldershot GU12 5AY

Chilworth Foodbank- Chilworth parish residents.
<https://www.parishofchilworth.org.uk/news/parish-news/foodbank.php>

St Peter's Church - 37 Hazel Ave, Guildford GU1 1NP
<https://www.stpetersguildford.org/>

ZERO Guildford - 168 High Street, Guildford, GU1 3HW
<https://www.zerocarbond.guildford.org/>

Referrals may be needed, please check directly for availability and opening times.

Glitzy Glamorous Creative Crafts

This year, The Hive worked in partnership with The Well Project.

This is an alternative provision school in Guildford for fourteen to sixteen year old students, currently studying Health and Social Care and their aim was to create a creative session for a younger audience.

The students worked with the Early Years to give every single young toddler an opportunity to get their creative juices flowing and to enable the children to create their very own glitzy photo frames, using the resources the teenagers had kindly provided. This included a natural wooden frame, glamorous sparkly square stickers, glue sticks and coloured card.

At the end of the creative workshop, you could see a smile on the little ones' faces as they showed off what they had made.

By Janet B



St. Francis Church, Beckingham Road – community facilities



Baby and Toddler Group

Mondays 10.30am to 11.45am

Includes singing, story, playtime, a hot or cold drink plus fruit and biscuits

Cost: £1

Storytime and craft activity

Second Sunday morning of every month
10.30am to 11am

Followed by tea and coffee afterwards

Cost: Voluntary contribution only

Community food share

Monday to Saturday 9am to 4pm

Tuesdays warm hub between 9.30am to 12.30pm

Sundays 11am to 4pm

They have a hearing aid clinic.

Community lunch club

Second Monday of each month in the Church Hall at 1pm

Includes a quiz, chat, freshly cooked two-course meal and can cater for special diets (please let them know in advance).

Cost: Voluntary contribution only



Housing Improvement Plan

Earlier this year, the Council commissioned a review of our housing landlord function, which found there were high risks including systems processes, leadership, and financial monitoring. There was also a review on our Council governance.

We acknowledged the findings of the report, and implemented a Housing Improvement Plan in July that addresses all the recommendations in the report.

The Housing Improvement Plan will run over many years, we are focusing on improving our:

- leadership, governance, culture and staffing
- voids, leasehold services, complaints and consumer standards
- compliance, finance and decision-making
- housing software, data and assets.

The housing team are working hard and good progress is being made to ensure the health and safety and continued wellbeing of all their residents is maintained.

We have also appointed an Independent Assurance Panel to support and challenge the Council and we meet them every month. They will be providing an external view of how we're doing every six months.

We are working with the Tenants Engagement Group (see over the page), who help shape our housing service. If you would like to find out more or get involved and have your say, please do contact them.

We also regularly engage with the Regulator of Social Housing on our improvement progress.

Our Housing Improvement Plan and updates can be found on the Council website.



www.guildford.gov.uk/article/27169/Our-journey-to-improvement





Tenants' Engagement Group

We are a group of volunteers of likeminded tenants and leaseholders who care about our homes and the people who live in them. We work with the Council to enable their housing to be the best.

Who we are...

We are a strong and independent voice for all tenants and leaseholders of the Council. We use a variety of ways to gain and express views regarding service delivery and share feedback.

Joining the Tenants Group is a great way to get involved in your local community and help shape the Housing service.

What do we do...

One of our most important and legal obligations is to carry out a scrutiny role of services provided by Housing. Scrutiny looks at a whole list of things from anti-social behaviour impacting on people, to how long properties are left empty, as well as repairs being carried out properly and in a timely manner. The scrutiny role is one which the Government has given to Tenants Groups nationally and is a legal requirement for any council to undertake as stated in the Government's White Paper on Social Housing www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper

We aim to act as a collective voice for tenants and leaseholders and provide a safe and independent

point of contact for anyone who needs help or advice on housing issues.

How we help residents...

There has never been a better time to join the Tenants' Engagement Group. The Council has new management who not only want to fully engage with our group, but actively seek to work with us. This is a golden opportunity to influence and work with the Housing team to improve their services.

We know that not everyone can attend the monthly meetings held on the last Tuesday of each month (apart from December and August). However, we are setting up a digital group. The group can look at documents from their own home, and take part in Task and Finish Groups, working on specific areas of housing when needed.

If you are a tenant or leaseholder who is interested in getting involved with the Tenants' Engagement Group, please email us, we have various roles available and can be flexible to fit in with the time you can offer.

 tenants.group@guildford.gov.uk

If you have an issue you would like some help with, please email us and a member of the group will contact you.

Housing Operations Board

We have recently established a new Housing Operations Board to bring tenants and councillors closer to the housing decision-making process. This will ensure the service is open and transparent and gives everyone the opportunity to share information and areas for improvement.

These are public meetings that tenants, leaseholders and councillors are invited to attend.

The board will provide review and advise on a number of areas including reports related to:

- housing management and maintenance
- tenant engagement
- asset management
- homelessness advice and allocation
- tenancy and estate management
- leasehold management and compliance

The board will also review our Housing Improvement Plan progress.

Dates of Future Meetings: 2025

Wednesday 15 January 2025 6pm in Meeting Room 6, Millmead House

Wednesday 12 March 2025 6pm in Meeting Room 6, Millmead House



New appointments



Pedro Wrobel

Joint Chief Executive of Guildford Borough Council and Waverley Borough Council

Pedro joined Guildford Borough Council earlier this year and brings with him a wealth of experience and enthusiasm.

A civil servant for almost twenty years, Pedro's most recent role was Executive Director for Innovation and Change at Westminster City Council, where he led initiatives in strategy, policy, analysis, communications, transformation, and governance. He also oversaw culture, events, leisure services, parks, and community engagement.

We asked Pedro to tell us what his role at Guildford Borough Council means to him:

"Working in local government is such a privilege. My key role is to create an environment where everyone—staff, councillors, residents, and businesses—can thrive.

"We're here to serve with transparency, and I want everyone to feel proud of what we do. It's about building systems that deliver the right outcomes for the right people and ensuring that Guildford is a

fantastic place to live, work, and do business. Being an open, accessible, and inclusive organisation is incredibly important to me—everyone should feel valued and heard."

Pedro's extensive experience includes working for the Treasury during the 2008 financial crisis, and across the 2010 general election, HM Revenue and Customs, the Valuation Office Agency, and working for the Cabinet Office before becoming Director of Planning Reform at the Department for Levelling Up, Homes and Communities.

Julian Higson

Joint Strategic Director for Housing, Communities and Environment

Julian has recently taken up the permanent role of Joint Strategic Director for Housing, Communities and Environment at Guildford Borough Council. He has 30 years' experience spanning local government, housing associations and the private sector. His previous roles at director level include Bristol City Council and a joint role at Brentwood Borough Council and Rochford District Council.



When accepting this role, Julian shared his excitement: "I'm delighted to accept this position at Guildford and Waverley Borough Councils and continue the hard work to improve our housing service. We've already made some significant progress in just a few short months, and I'm thrilled to be able to continue that work and develop the huge potential that exists within both organisations."

Julian is deeply passionate about delivering the best possible services for our residents and businesses. He is dedicated to ensuring every resident has a stable foundation for a happy, healthy life in a safe and secure home.





Annalisa Howson

Joint Assistant Director,
Housing Services

Meet Annalisa, a dedicated housing professional with 25 years of experience in Local Authorities and Housing Associations. As Joint Assistant Director for Housing Services, she is excited to work with tenants and the team to build trust and improve our housing services.

Annalisa oversees all aspects of housing, including operations, policy, performance, improvements, and tenant engagement.

She is well aware of the challenges facing the housing sector, both locally and nationally, and is committed to delivering the best possible service to our tenants and applicants.

Annalisa said: "I'm truly honoured to step into the role of Joint Assistant Director for Housing Services. I'm excited to work closely with our tenants, staff, and partners to build trust, improve services, and ensure we're meeting the needs of our community."

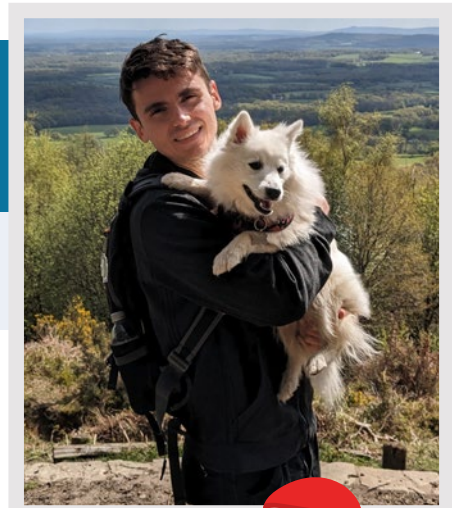


Welcome to the team Conor!

I'm Conor the new Resident Engagement Officer for Guildford Borough Council.

I've been working for the Council since May 2017 working within the community, delivering frontline services to our residents. My most recent endeavour has been working for the Community Wellbeing Team in Community Services, where I supported residents with their health and wellbeing through a range of initiatives and engagement activities. After three and a half years, I've decided now's the right time to start something new.

I'm excited to start this new venture and I hope together we can form stronger, insightful relationships with you that will shape and improve our housing services going forward.



Are you suffering from anti-social behaviour?

We, Guildford Borough Council take Anti-Social Behaviour (ASB) seriously and will take a robust approach to resolve the issues.

We recognise that:

- the impact on people and their mental health is huge
- we have a duty of care to our tenants
- we have a duty to our tenants to enforce the tenancy conditions which apply to all
- we have a duty under the Crime & Policing Act to deal with ASB and work with other statutory agencies
- there is ALWAYS something we can do to resolve and prevent ASB.

What is anti-social behaviour?

Below are some examples:

- ✓ behaviour that has caused, or is likely to cause, harassment, alarm or distress to any person
- ✓ aggressive, intimidating or destructive activity that damages or destroys another person's quality of life
- ✓ a range of crime, nuisance and disorder which affects people's lives on a daily basis.

Examples

- rowdy, noisy behaviour in an otherwise quiet neighbourhood
- nighttime noise from houses or gardens, especially between 11pm and 7am
- threatening, drunken or intimidating behaviour
- drinking in the street
- setting off fireworks late at night
- abandoning cars.



When is it not anti-social behaviour?

Below are some examples:

- X children playing in the street or communal areas - unless they are causing damage to property
- X young people gathering socially - unless they are rowdy, inconsiderate and being intimidating to individuals
- X being unable to park outside your own home
- X DIY and off-road car repairs - unless these are taking place late at night or early in the morning.

If you feel that you're the victim of anti-social behaviour, you should consider the following steps.

Be reasonable, ask yourself:

- is the behaviour persistent and ongoing?
- are my neighbours also bothered by it?
- is it normal behaviour or reasonable living noise, like a baby crying, birthday party or children playing football?
- am I being reasonable? People of different ages and different lifestyles might find that at times they are disturbed by other people in the community.

What we will do

We try to nip things in the bud before they escalate. We will:

- pick up the phone
- visit the complainant
- visit the perpetrator
- complete an action plan
- ask you what outcome you are seeking
- manage your expectations
- keep you updated
- liaise with any necessary agencies i.e. the Police, mental health team support workers.

We will try to resolve issues by mutual agreement, mediation or by asking the resident to sign an acceptable behaviour contract or undertaking.

If we cannot resolve the anti-social behaviour by agreement, then we have legal powers to assist us.

The legal powers can range from anti-social behaviour injunctions, closure orders and ultimately possession.

If you have reported three incidents of anti-social behaviour to an agency in the last six months, the problem persists and you feel you are not being listened to, you can request an ASB review, this will activate a multi-agency review of your case.

For more information on how to request a review please visit: www.guildford.gov.uk and search 'apply for asb case review'.

If you are experiencing anti-social behaviour, please contact Customer Services on **01483 505050** and ask to speak to your Neighbourhood Specialist Officer.

Lasting Power of Attorney (LPA)

A power of attorney is a way of giving someone you trust the legal authority to make decisions on your behalf if you're no longer able to make them yourself – or if you don't want to.

There are two types of LPAs which you may want to consider, these are:-

Health and welfare lasting power of attorney

Use this LPA to give an attorney the power to make decisions about things like:

- your daily routine, for example washing, dressing, eating
- medical care
- moving into a care home
- life-sustaining treatment

This one can only be used when you're unable to make your own decisions.

Property and financial affairs lasting power of attorney

Use this LPA to give an attorney the power to make decisions about money and property for you, for example:

- managing a bank or building society account
- paying bills
- collecting benefits or a pension
- selling your home

This one can be used as soon as it's registered, with your permission.

I must admit that neither my husband or myself had given much thought to the subject of setting up an LPA until we found ourselves in a situation with my mother a few years ago. This situation really opened our eyes into the practicality of setting up an LPA for ourselves and the mess that we could save our daughters from.

The situation with my mother is that she was terminally ill and the only way to get her out of hospital and back into her own home was for me to stay with her, which I did for the last 3 months of her life. During this time, I discovered that she had been the victim of telephone scamming to the tune of several thousands of pounds at which point, I contacted the bank to get the various direct debits stopped. The bank immediately asked me if I had Power of Attorney as without it, they couldn't speak to me about her personal bank details. At the same time, Social Services were also involved due to the Care Requirements needed to cover her at home, again I was asked if I held Power of Attorney and they informed me that I needed to get this set up as soon as possible to enable me to take over all financial aspects of her care, Mum agreed to this eventually and I contacted her GP to sign the relevant form for this.

Unfortunately, when I spoke with her GP, he informed me that it was too late as her dementia was at the point when it could be seen as she was unable to make decisions for herself in a legal capacity.



This meant that the scammers could continue to take money out of her bank account and there was nothing I could do at this point other than involve the Police, who were brilliant. Sadly, mum passed and it was only after that happening that actions could be taken by myself to rectify things as I was identified as her only daughter and mentioned in her will.

I can only urge people to consider creating their Power of Attorney for themselves to help ease their worries and minds should the need ever arise and we never know when health will let us down.

There is excellent information on the Age UK website on the link below. Please have a look and consider doing this as often family members are left with difficult situations.

www.ageuk.org.uk/information-advice/money-legal/legal-issues/power-of-attorney/

There is a cost involved and the latest information is on the Government website:

www.gov.uk/power-of-attorney

There is a wealth of information and I found them very helpful when I contacted them for help with my mother's LPA.

Incidentally, when they talk about choosing an attorney, this does not have to be a Solicitor, it can be a family member or close friend and you can choose to have more than one person.

Costs of Setting up LPA

It costs £82 to register each LPA unless you get a reduction or exemption.

This means it costs £164 to register both a property and financial affairs LPA and a health and welfare LPA.

Get a reduction or exemption

You can apply for a reduction if you earn less than £12,000. You might also be able to apply for an exemption if you're on certain benefits, such as Income Support, again if you ring and ask them, they will be able to guide you.

You can either apply online directly with www.gov.uk/power-of-attorney or you can contact them to ask for a paper application form, if you don't have access to a computer, simply call them on **0300 456 0300**.

3:30PM -
5:30PM

Community
Wellbeing

Pirbright Rangers

February Sessions:

Monday 3rd Feb: Pirbright Village Green, GU24 0JE

**Tuesday 4th Feb: Chilworth, Hornhatch Green, GU4
8AX**

**Wednesday 5th Feb: Park Barn Drive (next to Rye
Close), GU2 8EU**

Monday 10th Feb: Bushy Hill Park, GU4 7HG

Tuesday 11th Feb: Ash Recreation Ground, GU12 5DP

Wednesday 12th Feb: Bellfields Green, GU1 1JT

Monday 24th Feb: Pirbright Village Green, GU24 0JE

**Tuesday 25th Feb: Chilworth, Hornhatch Green, GU4
8AX**

**Wednesday 26th Feb: Park Barn Drive (next to Rye
Close), GU2 8EU**

**For more information, contact the team!
community.wellbeing@guildford.gov.uk**



Welcome to ReSkilled!



We are a small, local charity that helps individuals who have been unemployed for over 12 months - aged 25 to retirement age move towards work, by raising their confidence and developing transferable work skills using a wood workshop.

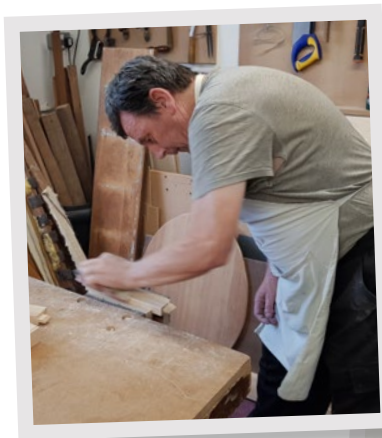
Our aim is to bridge the gap between individuals' current circumstances and the work or volunteering opportunities around, by providing an encouraging, supportive workshop environment where participants can make good quality products out of recycled wood, some to keep and some to be sold towards funding ReSkilled. Please note, we don't expect anyone to go into a wood-based line of work!

Maybe we could help you?

You could attend for one day a week on our 7-week taster course before continuing for between 9 to 12 months. We would teach you hand and machine skills, along with general work skills, which would be recorded in a portfolio to show your progress (ReSkilled's Developing Skills for the Workplace) and be helpful evidence to a future employer.

Once you reach an appropriate level of confidence, we could either refer you to the Voluntary Action centre in Guildford, who can organise a voluntary role for you where your skills and confidence can be further developed, or help you to apply for paid work. We like to build good relationships with participants so that we are able to honestly explore what types of work would be most realistic and of interest, increasing the chance of sustaining the employment.

We have facilities for three participants each day (Monday -Thursday) and you would be supported by the Programme Manager and a volunteer every day.



We are based in Bellfields and are able to reimburse your bus fare (up to £4.50 a day) to get to us.

For more information, please visit:
www.reskilled.org

To be referred to us, contact the GBC Community Wellbeing Team:

☎ 01483 444150

✉ community.wellbeing@guildford.gov.uk

📘 @GBCCCommunityWellbeing

📷 @GBCCCommunityWellbeing

Safe sleeping for babies and toddlers in Guildford

The Guildford Family Centre can be a lifeline to hundreds of families living in the Guildford Borough Council catchment area.

As a parent with a disability, I was fortunate enough to be supported by Charlotte and Lisa who are family support workers. They were able to source a new cot mattress for my toddler as my Health Visitor Sonja and the lullaby trust advised all new parents to use a new foam mattress to reduce the buildup of bacteria and the risk of SIDs.

For more information, please contact The Guildford Family Centre at The Spinney on:

 01483 510570.



Quick Tips for Carers at Christmas



Put the cared for person first: Make sure they are at the centre of your plans.



Ask for help: If you have friends or family who can help, even for a short time, don't be afraid to ask.



Check opening times: Some services may not be available during normal hours, so check the opening times of your GP, local pharmacy, and other support you may need.



Look after yourself: Don't drink more alcohol or eat more than normal to numb the pain.



Get a break: Try to get some rest over Christmas.



Gift yourself time: Book in a treat for yourself, a gift to you from you.



Include the children in the planning: Even very young children have great ideas, and if children are involved in the planning they are more likely to be engaged.



Get creative: Activities like gingerbread decorating or Christmas hat making can be a lot of fun.


Family Information Service

Connect to Support Surrey and Healthy Surrey, which should I use?


There are many places to find information across the internet. If you need help looking for a service or help in Surrey, where would you go?

The Community Wellbeing Team are working with all their partner organisations to make sure that the Family Information Service and Connect to Support Surrey are up to date with the services they provide.

What is the difference?

 The Family Information Service is for families with children www.surreycc.gov.uk/children/support-and-advice/families

 Connect to Support Surrey, www.connecttosupportsurrey.org.uk/ is for adults.

 There is a third database called Healthy Surrey www.healthysurrey.org.uk, which is more around health but is aimed at both adults and children.

There is a wealth of information held on these sites and we feel it would be useful to spend a bit of time finding your way around them.



For you. For them.
For the future.

Visit healthysurrey.org.uk



Energy Manage



Do you want to reduce your home's energy use and save money but not sure where to start?

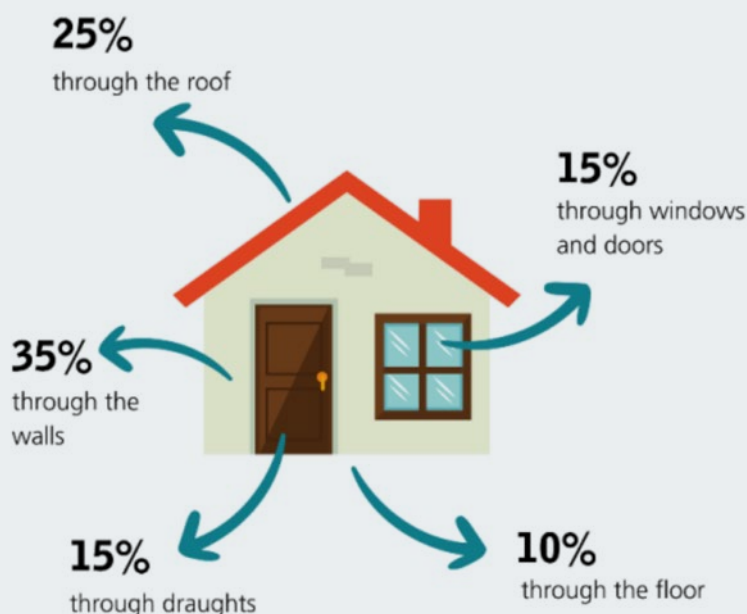
Our colleagues from Energy Manage and the Cosier Homes team share some tips on making energy efficiency changes to your home as well as information on where to go for further advice and support.

About 17% of the UK's carbon footprint comes from heating our homes, so improving your home's efficiency isn't just good for your pocket – it's good for the planet too!

Heat loss from different parts of a home

You might be surprised by how much heat is lost from different parts of a home. It's not always what you'd think.

Every home is different, but it's worth considering draughtproofing and Insulation.



Draughtproofing

Draughts can be responsible for up to 15% of heat lost from your home. They occur around windows and doors, where pipes or electric cables enter your home, and up between bare floorboards.

You can stop draughts by using draughtproofing strips. Draughtproofing strips are made of rubber, foam, or brushes. You can buy them online and at most DIY shops. They're not very expensive and can save you an average of £123 per year.



For more information, you can visit the Centre for Sustainable Energy webpage on how to do your own draughtproofing.

 Please visit: www.cse.org.uk/advice/diy-draught-proofing

Loft Insulation

The recommended levels of loft insulation have increased – it's now recommended that your insulation is 27cm thick. You might think you have the recommended amount, but it's worth checking.

For more information, you can visit the Centre for Sustainable Energy webpage on loft insulation.

 Please visit: www.cse.org.uk/advice/loft-insulation

Wall insulation

If you have cavity walls, it's worth having them filled.

If your walls are solid, then internal or external wall insulation will help to reduce the 35% of your home's heat that is lost through your walls.

 For more information on wall insulation, please visit: www.cse.org.uk/advice/cavity-wall-insulation

AND remember, get advice.

Energy Manage offers support to fuel poor households.

Do you?

- struggle to pay your energy bills?
- find it difficult to top up your meter or avoid the risk of going off supply?
- feel under pressure from your energy supplier?

Our service is completely confidential, non-judgemental, and free.

Appointment times

Appointments are offered at the following times and locations:

Mondays: 10:30am to 1pm - Victoria Hall, Ash

Mondays: 2pm to 4pm - 109 Southway, Guildford

Tuesdays: 2pm to 4pm - The Hive, Park Barn

Contact Us

You can email info@energymanage.org.uk for more information. Alternatively, you can text **ENERGY** to **07368 367 394** and one of our trained volunteers will get back to you as soon as possible.

You can also visit the following for energy advice and information:

The Centre for Sustainable Energy is an award-winning charity supporting people and organisations across the UK to tackle the climate emergency and end the suffering caused by cold homes. Visit: www.cse.org.uk

If you live in Ash, you can access the Cosier Homes Advice Service on **0800 038 5345** or by emailing: cosierhomes@cse.org.uk



The Energy Saving Trust is an independent organisation working to address the climate emergency. A respected and trusted voice on energy efficiency and clean energy solutions, we continue to work towards a smart, decarbonised, decentralised energy system. Visit: www.energysavingtrust.org.uk

Can you spot 8 differences



Answers on page 2.

PRIZE wordsearch

O S M R I T V R G X M D Q M T E S
M H F E R D N N S H Y U Y A L F T
O P V S N U I E V Q P A Q M P H F
P Z F K W E S W M L V I H U N N A
D J Z I B R X V A E Q V J K K J R
I E O L A G D Y W A G Q C L G K C
B J L L C V R Q O I Q A C S N X K
C E K E R A G E A E A Y G Y E L K
W H Y D N R O N O C P T Q N N S V
T G R G M T I M P R O V E M E N T
A H E I E D L T L N U O V G R P J
O R O S S I Y N L G B F A X G J S
I N W U F T E N Q T F Q I O Y U Z
I X P L S L M J I G E W G S S P V
Z A R B G I M A W B Z O N J M V G
U N V A A K N E S O W A W Q H Y X
W J C Q S X G G I M J H C Z B Z R

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Name:

Address:

Tel:

Send your completed wordsearch along with your name, address and a telephone number to:

Tenants' Engagement Group, C/O Resident Engagement Officer, Millmead, Guildford, GU2 4BB or photograph your completed wordsearch and email to tenants.group@guildford.gov.uk

Closing date is Friday 21 February 2025. Previous winner of the winter wordsearch was Dorothy Johnson of St Nicholas Ward.

Resident Engagement Officer, Millmead House, Millmead, Guildford, GU2 4BB.

Tel: 01483 444769 | **Email:** tenants.group@guildford.gov.uk | **Web:** www.guildford.gov.uk

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