



Dalmuir Park
Housing Association

Magazine

SUMMER 2016



DPHA Serving 5
Generations **pg 3**



Pupil of the Year
2016 **pg 7**



Dear Green Space
for Everyone! **pg 5**



BEARDMORE
SCULPTURE

The office
will be closed
Friday 15 July
and Monday 18
July 2016

AGM 7th
September
2016

Golden Walls - Nursery Kids have a Ball

The Association recently insulated many of its external walls within the estate as part of a Government funded scheme. During phase 1 of the project the Association invited children from Dalmuir Nursery 'on-site' to watch the work being carried out.

The visit was led by Property Services Manager Charlie MacLellan who showed the children a wall before work had started, a wall with work in progress and a fully insulated completed wall. The children were also allowed to pass some of the insulation blocks to the contractors giving them the sense of teamwork and partnership working.



Housing Officer Areas Update 2016

HOUSING OFFICER AREAS

The following are the areas that our 2 housing officers are responsible for:

Margo MacPherson

Adelaide Court
 Agamemnon Street
 Ailsa Drive
 Caledonia Street
 258 Dumbarton Road
 340-623 Dumbarton Road
 Glebe Court
 Iona Crescent
 Nairn Street
 Nairn Place
 Old Street

Riddell Street
 Scott Street
 Shaftesbury Street

Donald MacKay

Burns Street
 800-830 Dumbarton Road
 Dunn Street
 Pattison Street
 Stewart Street
 Swindon Street
 The Crescent

RIGHT TO BUY IS ENDING

The right to buy for all council and Housing Association tenants in Scotland will end on 31st July 2016.

Only tenants with a preserved right to buy can apply but some Housing Associations have exemptions in place. Tenants are reminded that they CANNOT exercise this right after the above date.

Anyone with questions regarding right to buy should contact the office and speak to their housing officer.



COMMITTEE MEMBERSHIP

Why not get involved and help shape your local community. We currently have eight Management Committee members representing your community, but with room for seven more, we are actively looking for new committee members....and you don't have to wait until the AGM, you could attend a few meetings first before committing yourself.

If you are interested in finding out more about membership or joining the Management Committee, please complete the form below or contact Lesley Gillespie, Corporate Services Officer at the office; call 0141 952 2447 selecting option 6.

I would like to contribute towards the running of DPHA and would like more information on becoming a DPHA Committee Member.

I would like to apply for membership of DPHA and enclose £1.00 for one share.

Name

Address

.....

.....

.....

Post Code

Tel

Email





The Generation Game

The Association recently acknowledged a unique occasion where FIVE generations of one family are between them using all of our various housing and care services.

Mary McCann, aged 90; her daughter Mary Barr, aged 70; her daughter Lee-ann Tinline, aged 42; her daughter Emma Carr aged 23 and her son Jayden Cunningham, aged 5 all use services offered by the Association: a great example of social housing and care working together perfectly within the community.

Mary (McCann) has been living in our Sheltered Housing Complex for 8 years and has been a regular user of our Lynx Care Service over the years. Mary was born in Paisley, however has lived in Clydebank for 65 years, working as a lab technician. She

lives with her husband James who recently turned 90. Mary said 'I have been receiving care services from the Association for many years. I can't praise all the staff at Dalmuir Park Housing Association highly enough'.

Mary (Barr) moved to the area with her mother 65 years ago and was employed as a box machinist. She has been residing in the Sheltered Housing Complex for 8 years and supports all activities run by the Association. Mary said 'I find the Association staff friendly and very helpful'.

Lee-ann has grown up all her life in the Clydebank area and works as an administrator. She lives within our General Housing Stock.

Emma has been living in the Dalmuir area most of her life, with her partner Scott, and also resides within our

General Housing Stock. She is currently training to be a midwife.

Jayden has been living all his life in Dalmuir and has recently started Our Lady of Loretto Primary School. He attends our Out of School Care Group two full days per week.

Pat Gilbride, DPHA Director, said 'For an organisation working hard to provide relevant, affordable, high-quality services to our local community, this is a great example of all those care and housing objectives being delivered across the widest possible series of generations and age groups. We hope to continue to provide all these services and more to the family and the wider community for as long as they are needed, and we also pass on our very best wishes to the two Marys on reaching two very significant birthday milestones.'



Tenant Satisfaction

We carry out quarterly tenant satisfaction surveys and listed below are the results from 2015/16.

Survey Question	2015/16
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?	91.9%
How good or poor do you feel your landlord is at keeping you informed about their services and decisions?	93%
How satisfied or dissatisfied are you that with opportunities given to you to participate in your landlord's decision making processes?	94%
How satisfied or dissatisfied are you with the overall quality of your home?	74%
Thinking about the LAST time you had a repair or maintenance carried out, how satisfied or dissatisfied were you the repairs and maintenance service provided by your landlord?	86%
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?	70%
Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money?	83%

Our ongoing survey of new tenants told us that 85 of our new tenants last year were satisfied with the standard of their home upon entry. This equates to 90% of the tenants who responded. This is compared to 100% from last year.

WASTE MANAGEMENT

There remains a considerable amount of bulk waste discarded within the Association estate.

We would ask all residents in our properties to call West Dunbartonshire Council on 01389 737000 before placing the items out for collection. The items should be placed away from the bin store to avoid blocking access for normal domestic refuse collection.

West Dunbartonshire Council will charge £17.54 to uplift bulk items, the cost will increase if you are disposing of a large number of items. The charge must be paid in advance.

If you have access to transport then the items can be disposed of free of charge at the Council's recycling centre at Ferry Road in Old Kilpatrick.

If the items you are disposing of are in good condition you can have them collected for free by calling the National re-use phone line. Simply call 0800 0665 820 and the company will arrange for a local organisation to collect the items and pass them on to someone who can make use.

The Association spends a considerable amount of time and money in clearing bulk from the back courts and surrounding areas and we would ask all residents to follow the above steps to reduce this problem.



Summary of Complaints 2015-16

Our performance on complaints last year

Complaints provide us with valuable information. We use this to improve customer satisfaction and we positively welcome any feedback on our services.

Last year we received 11 complaints; this was 15 less than in the previous year with 36.3% of total complaints being upheld.

	Received	Concluded Out with Timescales	Upheld
Stage 1 Frontline Resolution	11	0	4
Stage 2 Investigation Resolution	0	0	0
Total	11	0	4



Kitchen and Bathroom Replacements

Our contractors are close to completion of kitchen and bathroom replacements at Scott Street and Burns Street.

We will be progressing with new bathrooms at Pattison Street and Dunn Street and new kitchens at Burns Street over the next few months.

Feedback to date from our tenants has been very good with one Ms Cuthbertson of Dumbarton Road saying "I am absolutely delighted with the quality of my new kitchen- what a big difference"



Bathroom and Kitchen Replacements – What to expect

Here's a general guide to the proposed works:-

Bathroom specification

- Your bath, wash hand basin and toilet will be renewed
- A new shower will be installed. If you wish to retain an existing appliance this can be refitted as part of the upgrade assuming that it meets current safety requirements
- White ceramic tiles fitted at the bath, wash hand basin and toilet areas
- A choice of vinyl flooring
- A new LED light fitment

Kitchen Specification

- A choice of work tops and units (complete with cornices and pelmets)
- Renewal of sink and taps
- Electrical rewiring and

repositioning of sockets, if required

- White ceramic tiles from worktops to underside of wall units
- A new LED light fitment

Access to your home

To allow the work to proceed, the following contractors will require access:-

Asbestos Contractor, to carry out checks on areas in your home that have textured coatings (artex), tiles and any other area where the contractors will be carrying out work.

SP Energy Networks to install an isolator switch which is absolutely essential for your new shower to be connected.

The Main Contractor

- To survey your property and note your choice of kitchen units and bathroom flooring
- To carry out the installation and rewiring as required

We ask that you:-

- Allow access to all our surveyors and contractors otherwise the installation will be delayed or cancelled
- Notify the Association and/or the contractor of any unavoidable access problems such as holidays or hospital appointments
- To notify us of any elderly, infirm and/or disabled persons who may need special consideration while the works are being carried out
- If you or a member of your household has a physical or medical need for a special bathing aid such as a level access shower, please contact the Social Work Department for a referral to the Occupational Therapist on 01389 811760.

If you require any further information at this stage, please do not hesitate to contact our Property Services Department.

YOU'RE INVITED TO OUR AGM

Our Annual General Meeting (AGM) will be held on the 7th September 2016 at The Clydebank Cadet Centre, Beardmore Street, Dalmuir.

Shareholding members will receive notice two weeks prior to the meeting. There will be a free crèche and light refreshments will be provided. Posters will also be displayed in closes to remind tenants nearer the time.

If you are interested in finding out about membership or joining the Management Committee, please complete the form on page 2 and return it with your £1.00 fee for life membership. Your application will then be considered at the next Committee meeting and, if accepted, you will be issued with a Share Certificate.

We currently have 8 Management Committee members representing your community, with room for 7 more.

Becoming a shareholder is easy and entitles you to all the following benefits:

- Vote at elections for the Management Committee
- Be nominated for election to the Management Committee
- Nominate other members for election to the Management Committee
- Vote on other matters discussed at the AGM and General Meetings
- Directly influence decisions at DPHA
- Have a say in what services are provided and how DPHA is run



Green Aspirations



The DOSCG children enjoyed a fun filled adventurous day with Green Aspirations Wee Skelf's Easter Holiday Club. Green Aspirations are a woodlands - based social enterprise with a mission to inspire outdoor learning. They know the importance of a close connection with nature and with likeminded people for our health and well- being.



What the DOSCG children did on the day

- Had fun playing in the mud
- Lots of outdoor free play
- Den building
- A walk along the beach shell hunting and looking for unusual shapes in stones
- Making wooden jewellery



The children had an abundance of feedback when they returned. The trip proved an absolute hit with the children and they cannot wait to go back.

They also enjoyed our trip to Summerlea Heritage Park always a favourite along with a trip to Victoria Park and Glasgow Green.

EASTER PLAYScheme



Easter fun at Glasgow Green where all children and staff had a great day out.

Linda Maguire of Asda Stores Ltd provided a healthy snack which was enjoyed by all children.



Linda with her food presentation. She is always warmly welcomed by the DOSCG kids.

DOSCG

The Association recently installed a new security system at the Dalmuir Out of School Care Group. This is to safeguard all children. The safety and well-being of all children attending Dalmuir Out of School Care Group is paramount. We would appreciate your help by following the new entry instructions. This will ensure the children's safety.

Parents are reminded that it is imperative to notify the co-ordinator of changes to named persons responsible for collecting your child and to issue them with your personal password for security. If the password is not provided we will not allow them to leave the premises. We appreciate your assistance on this important matter.



CAPITAL CITIES

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

BEIJING
COLOMBO
LONDON
NAIROBI
STOCKHOLM

BERLIN
EDINBURGH
MANILA
PARIS
WASHINGTON

BUDAPEST
HAVANA
MOSCOW
SANTIAGO
WELLINGTON

Pupil of the Year 2015-16

SIX OF THE BEST



All the monthly winners pictured with Christine Bradley, Chairperson and Loraine Lester of Golden Jubilee Hotel and Conference Centre

We can't believe that our Pupil of The Year Awards is now in its sixth year. Way back in 2011 the Association formed a Community Partnership with the Golden Jubilee Conference Hotel and added the event to its Wider Role program. The event is now included as part of The Beardmore Trust's remit however the Association staff continue with its coordination.

Our three neighbouring primary schools Clydemuir, St Stephen's and Our Lady of Loretto participate by nominating monthly winners throughout the school term. On 3rd June an awards ceremony was held in Clydemuir Primary, presenting monthly winners with a high street gift voucher and the three overall winners, one from each school, with a glass crystal engraved trophy award.

The overall winners this year were as follows:-



St Stephen's Primary – Kian Semple



Clydemuir Primary – Ellie McGill



Our Lady of Loretto Primary School – Abbie Currie

In addition to their award each winner received an invite for themselves and family members to an awards dinner evening hosted by and held in the Golden Jubilee Conference Hotel. This 'red carpet' evening was held on 15th June and was as always a huge success.

Association Chairperson and Trust representative Christine Bradley said 'it is great to see the activity prosper over the years. When the activity started in 2011 this year's winners were infants, now they are preparing to progress to their secondary schools.

Pupils know that hard work and individual achievements will be rewarded'. Christine also thanked the Golden Jubilee Conference Hotel General Manager, Gary Rice, and his staff for their continued support and contribution to the event.

For all the glitz and glamour of the awards dinner please make sure you pick up a copy of the next edition of our magazine, due out in late September.



Dementia Friendly Dalmuir



Given the expected increase in the number of people living with dementia over the next twenty years, especially those with mild to moderate dementia, creating dementia friendly communities that support and sustain people in their homes, neighbourhoods and social networks is an important element of the work which is being undertaken to address the challenges of an ageing population.

Dementia Friendly West Dunbartonshire is a community led, multi-agency supported initiative to improve the levels of dementia awareness in our local communities and increase the levels of positive community support offered to people living with dementia and their carers across the area. Activity is coordinated by a strategic management group which includes representatives of West Dunbartonshire Health and Social Care Partnership, West Dunbartonshire CVS, Scottish Care, West Dunbartonshire Council, Police Scotland, West College Scotland, RNIB and Alzheimer Scotland. But, at its heart Dementia Friendly West Dunbartonshire is all about communities.

Dementia Friendly West Dunbartonshire is one of 13 dementia friendly community initiatives funded by the Life Changes Trust for a period of 3 years. The aim of Dementia Friendly West Dunbartonshire is simple - to promote positive citizenship and help support a change in personal behaviours, at work and across all types of everyday activity,

towards members of the community living with dementia to improve their ability to live their lives fully and well in their own communities.

Dementia Friendly West Dunbartonshire is working to four main aims:

- To improve general awareness of dementia and its impacts across communities
- To encourage Dementia Friendly shopping areas involving local traders and retailers and supporting them to make sure that they can provide support to customers if they need it
- To establish a network of Dementia Awareness trainers throughout the statutory, private and third sector partners in the area
- To support individuals and organisation to pledge individual actions and service improvements and enhancements which could improve the quality of life for those people living with dementia across West Dunbartonshire.

Over the three year period, Dementia Friendly Communities will be established in each of the 22 natural neighbourhoods of West Dunbartonshire. Faifley was chosen as the pilot area and the work undertaken there has given a strong model for future roll-out. During the summer we will be focusing some of our activity in Dalmuir and we hope that you will give us your support to creating Dementia Friendly Dalmuir.

Our model is very light touch and

inclusive and involves making links with a number of targeted key neighbourhood level organisations and services. Working closely with Dalmuir Park Housing Association, we will organise a launch event offering local residents the chance to come along and find out more, distribute information leaflets, visit local traders and businesses and host a series of up to 20 local awareness raising sessions. These sessions last 2 hours and are provided by our network of dementia ambassadors.

Selina Ross, of the DFWD initiative said, " The awareness sessions are a great opportunity for people to learn a bit more and to think what could I do. Sometimes all it takes is a little bit of confidence to take a step forward and ask if you can help. We're here to help people to do that. We are delighted that Dalmuir Park Housing Association have given this initiative their full support and we look forward to working in the Dalmuir area"

A new website providing links and resources will be launched in June and can be found at www.dementiawestdun.org. Social media presence on Facebook and twitter is also being developed. If you are interested in finding out more about Dementia Friendly West Dunbartonshire or would like to have an awareness training session delivered to your community organisation or business please get in touch with us by emailing dementiafriendly@wdcv.com or by calling the LinkUp telephone line on 0141 280 0129.



Sheltered News in Brief

EASTER BUNNIES

Tenants at both Sheltered Complexes were given a chocolate Bunny from the complex funds to celebrate Easter. These went down a treat and were enjoyed by all.

DAFFODIL LUNCH

Both Sheltered Housing Complexes recently held a Daffodil Lunch to celebrate springtime. Tenants were treated to Home-made Soup, Sausage Rolls & Sandwiches. This was followed by tea, coffee & cakes. A lovely lunch was enjoyed by all who attended.

THEATRE SHOW

On Thursday 5th May tenants from both our Sheltered Complexes had an afternoon out at the Kings Theatre to see Save the Last Dance for Me. This is the sequel to previous shows the tenants have attended.

TENANTS BIRTHDAYS

Mrs Mary Barr recently celebrated her 70th Birthday by holding a party in the Common Room at Nairn St for family and friends. Mrs Barr was presented with flowers from the Association.



Mr Mairs celebrating with his Cake.

Mr James Mairs of the Shaftesbury Street Complex recently celebrated his 90th Birthday with an afternoon tea which was held in the complex. This was attended by friends and staff. Jimmy had a double celebration as he also had another party at the Frank Downie Day Centre where he also attends.

Happy Birthday Mary & Jimmy from everyone at DPHA.

CARE INSPECTORATE

Both our Sheltered Housing complexes recently had a visit from Marjorie Bain of the Care Inspectorate. We are currently waiting on the final report and this will be in the next edition of our Newsletter.

STRAWBERRY TEA

Both our Sheltered Housing complexes hosted a Strawberry Tea on Friday 17th June for the tenants. A light lunch was provided followed by a delicious strawberry tart. The cost of the event was met from the complex funds.

HAPPY 30TH BIRTHDAY SHAFTESBURY ST - THE SUMMER OF 1986

Our Shaftesbury Street complex is celebrating its 30th Birthday on 19th June.

David S Granger J.P, who was the Provost at that time, unveiled a plaque to mark the completion of the Shaftesbury Street Development which coincided with the Clydebank centenary year. To mark the occasion staff at Shaftesbury Street are organising a Summer of 86 Party with music, food and family fun in and around the complex.

NEW MEMBER OF STAFF

Christine Hendry recently joined the Association as a Back shift Caretaker for our Sheltered Units. Christine works from 3pm to 10pm Mon – Fri. Everyone at the complexes welcomes Christine and hope's she enjoys her time with the Association.

ANNUAL FACTORING INVOICES

Every owner and sharing owner, together with commercial proprietors should now be in receipt of their annual factoring invoice for year 2016/17. Many thanks to everyone who took advantage of the 5% Discount offer by paying in full by 31st May.

The facility to PAY BY DIRECT DEBIT over the financial year continues to exist and many of you have taken this option to spread your payments. The Association does not add on any charge for this service and strongly promotes this facility as a form of payment.

The usual methods of payment continue to exist either by Debit Card or via your Allpay Card. Cash is no longer

accepted at the office, therefore if you prefer to make cash payments then you should use your Allpay Card at the usual outlets.

In the unfortunate instance where no payment has been forthcoming or indeed no direct debit being in place the Association will be left no option but to instruct legal action. All costs incurred will be passed directly onto you. In extreme cases a Notice of Potential Liability will be registered against your property. This may prevent the future sale of your property.

We have seen a vast improvement in factoring payments and hope this trend continues....

Dear Green Space for

This year we have been able to look more closely at our garden spaces and in particular our back court areas, common areas and our community gardens.

The Association now employs two part-time gardeners recruited via the fantastic Levensgrove Project based at Levensgrove Park in Dumbarton. Tony Pirrie is responsible for the Moon Garden and is now joined by Donny McKerry who will maintain the Beardmore Garden next to our office. The skills were put to the test in May with the development and re-planting of four small scale sites around the Nairn Street car park area across from the office, with Donny and Tony helping the local residents to select plants based on their own memories and favourite colours.

Support with the design and planting was provided by Jean Gavin who worked hard, as you can see from the photographs, on this challenging project. Jean said "Yes, it was certainly hard work but a great team effort and I hope the local tenants will like what they chose and see the plants flourish over the next few years.

One tenant said "I love the new plants which brighten up the area and we really enjoyed being involved in choosing our own plants."

Look out next for further improvements to the Moon Garden and Beardmore Garden. Also keep an eye on what happens to our first tenant redesigned back court at 346 Dumbarton Road. This pilot project will involve residents, Association staff, a landscape designer and contractor as well as funding from the Association and the Big Lottery (Investing Ideas)



Everyone!

Photo captions

1. Only the best plants will be planted in the raised bed in the car park area.
2. Jean, Tony and Donny admire the first placement tree planted with the Nairn Street tenants who helped pick the plants.
3. Working together for a better environment.
4. Tony, Donny and Jean looked pleased to complete the tree planting.
5. Next target: back courts like this one at 346 Dumbarton Road need attention: we have already started working with residents to help them plan their own improvements.
6. Our Beardmore Garden is starting to look much better thanks to Donny's knowledge and hard work.



Look out for our Environmental Audit starting soon and hopefully leading to tenant involvement in wider-scale backcourt improvements, with this linked to tender invitations are new specifications for all of our grounds maintenance work in April 2017.

DONATIONS

Each year the Association organises events for the local community as part of its Community Development Programme. Each year, usually in December, we ask our contractors, consultants and local businesses to make a donation towards assisting running the programme of events. This year support was provided from the following companies:-

- Aerial Services Scotland – TV Aerial Installations
- Alarm & Electrical – Electricians
- CSM – Facilities Management
- Edison Energy – Fan Maintenance
- J Elliot – Window Cleaning
- Hi-Flow – Gas Engineers, Plumbing, Heating, Joinery & Electrical
- Fleming & Reid – Solicitors & Notaries
- French Duncan – Professional Chartered Accountants
- JCM Joiners Ltd – Joinery Services
- Pestguard – Pest Control
- Quantum Telecom – Voice & Data Solutions
- Sound Service – Door Entry & Electrical Services

We appreciate every penny donated and without this support we would be unable to progress our community engagement.

DOG FOULING

Dog fouling is one of the most offensive types of litter on our streets and back court areas. Not only is it an eyesore but it can also spread disease.

Allowing your dog to foul in a public place without clearing it up is against the law and can come with a fixed penalty of up to £80.

If you are aware of dog fouling in your neighbourhood then you should contact West Dunbartonshire Council on 01389 772 059 who will investigate the complaint within 24 hours from the person reporting the incident. You are not

required to give your name and address.

This service is for dog mess which is on the pavement and streets but not back courts. If you have issues of dog fouling within your back court please report it to your housing officer on 0141 952 2447.

Free poop scoop bags are available from Dalmuir Library, ASDA Clydebank and Clydebank Police station.



Contact Numbers

Emergency Numbers

Plumbing or Heating

Call Hi Flow:
0141 944 6060

Other Emergencies

Call Saltire:
0800 048 2710

Other useful contact numbers

Scottish Water:
0800 077 8778

Scottish Power:
0800 027 0072

Scottish Gas:
0800 111999

NHS 24:
111

Paisley RAH:
0141 887 9111

Queen Elizabeth
University Hospital
0141 201 1100

Gartnavel Hospital:
0141 211 3000

West Dunbartonshire Council:
01389 737000

Police/Fire/Ambulance
Emergency:
999

Police Non Emergency:
101

Police Enquiries Clydebank:
01786 289070

Crime Prevention:
0141 532 3338

Community Safety:
0141 532 3310

Victim Support:
0141 952 2095

Citizens Advice:
0141 951 8666

Employment Services:
0141 800 2700

Housing Benefits:
01389 738 555

Council Tax:
01389 737 444

Anti social
Behaviour Helpline:
01389 772 048

(Mon-Fri 9am-11pm,
Sat-Sun 3pm-11pm)

Refuse Collection
Bulk Uplifts:
01389 737 829

Independent
Resource Centre:
0141 951 4040

Dalmuir Library:
0141 952 3532

Dalmuir CE Centre:
0141 531 6300

Western Infirmary:
0141 211 2000

Vale of Leven General:
01389 754 121

Social Work:
01389 737 758

Social Work
out of office hours:
0800 811 505