



HOME

WINTER 2022



Keeping safe in
your home this winter



The Council works to ensure
health and safety of tenants



Search Facebook for “NKDC Housing”



North Kesteven
DISTRICT COUNCIL

are you covered?

Crystal Insurance

Designed for tenants in social housing

Your Landlord does not insure your furniture and belongings and personal possessions. However we are able to offer all our tenants the chance to insure their home contents and belongings.

Some of the benefits are:

- You don't need to have special door or window locks (just a lockable front door)
- There are no excesses to pay (you don't pay the first part of a claim)
- Flexible regular Pay-As-You-Go payment options (fortnightly & monthly premiums include a transaction charge)
- Storm and flood damage is covered (excludes damage caused by frost or anything that happens gradually)
- Damage to fixed glass in doors and windows which you are responsible for is also covered
- Theft from garages and outbuildings is included as standard (up to £2000)

info For more information contact
Crystal Insurance on 0345 450 7288
or visit: www.crystal-insurance.co.uk
Terms & conditions, limits and exclusions apply, a copy of the policy wording is available upon request.





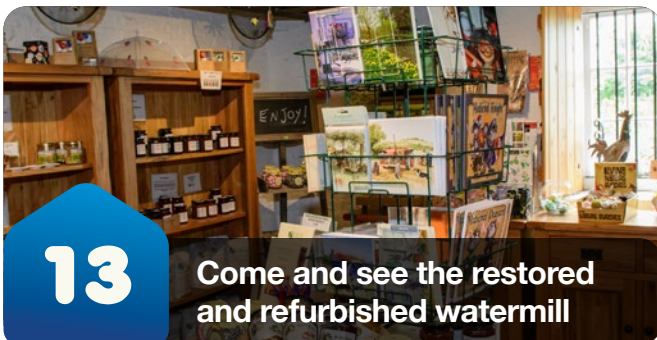
6

Housing Business Plan aims for continual improvements



6

Helping tenants so payments do not become unmanageable



13

Come and see the restored and refurbished watermill

CONTENTS

- 4 HRA Survey results
- 5 Rocky energy market
- 5 Waste & recycling
- 6 Maintaining homes
- 6 Rent update
- 7 Keeping your home safe
- 10 Portable heater safety
- 11 Disrepair
- 12 Damp & condensation
- 13 Satisfaction measures
- 13 Come and see Cogglesford
- 14 The Hub
- 15 Digital Hub Co-ordinator
- 16 Need advice?



Produced in consultation with tenant representatives. At Home is produced by North Kesteven District Council.



BEWARE OF ILLEGAL DOOR KNOCKERS

Some advice on what to do if you are receiving unwanted visits.

11

This document is available in large print, braille, audio tape, electronic formats such as CD, or in a different language. Our website is ReadSpeaker enabled. For a copy contact Community Engagement on 01529 414155 or email tenant_participation@n-kesteven.gov.uk

HRA SURVEY RESULTS

Priorities Survey	Top answers
Investment in existing stock – priorities	
When considering investment in the Council homes, you said the most important priorities to consider were:	<ul style="list-style-type: none"> • Modern facilities (e.g. new kitchen, bathroom) • Improving the energy efficiency of homes through retrofitting (i.e. fitting existing properties with technology and/or other energy efficiency measures) • A whole house refurbishment including, internal doors, plasterwork, skirting, electrics etc
When improving the energy efficiency of your property which of the following should be prioritised?	<ul style="list-style-type: none"> • More efficient heating • Triple glazed windows • Photo Voltaic solar panels (to supply some of your electricity)
When you think of modern facilities for your property what should it include?	<ul style="list-style-type: none"> • Kitchen no older than 30 years • Windows and doors • Bathrooms no older than 40 years • Sufficient electrical sockets
How should we prioritise whole house refurbishment?	<ul style="list-style-type: none"> • Refurbish them as they become vacant • Refurbish all houses built before 1950
Where feasible, do you think the whole house refurbishments should?	<ul style="list-style-type: none"> • Facebook 39 of 44 tenants felt properties should be brought up to building regulation standards. Survey 53% of tenants felt that properties should be brought up to a higher standard.
We asked what we don't do so well. You said we should prioritise the following	<ul style="list-style-type: none"> • Helping to reduce electricity bills (e.g. solar) • Protecting the environment and reducing carbon footprint • Replacing external doors
Customer service	
To improve customer service, you said we need to improve:	<ul style="list-style-type: none"> • Greater availability of officers for face-to-face contact • Named officer to contact • Speed of response
Surveys have frequently told us to improve face to face contact. We do offer this facility at the moment by offering face to face contact by visiting tenants at home or tenants coming into the offices on request. To find out exactly how tenants want us to improve our service we need to know exactly what we need to deliver and how you would like us to deliver it.	<ul style="list-style-type: none"> • I'm happy with the current arrangement • I/we want a home visit when requested by me. • I/we want a regular annual home visit
Tenants tell us they want a named officer to contact. What do you consider this to mean?	<ul style="list-style-type: none"> • The Housing Officer for the area you live in • A central point of contact who can refer you to the person that can deal with your query and/or who can chase up your query if necessary
The speed of response was stated to be one of the things we need to improve. We aim to respond to phone calls within 24 hours and e-mails and letters within 10 days. What do you want the Housing & Property Service to respond to more quickly?	<ul style="list-style-type: none"> • Keeping you informed when you have an ongoing issue • Shorter timescales for repairs to be completed • Answer queries more quickly at first point of contact
When considering wider landlord services you said the following were most important:	<ul style="list-style-type: none"> • More support for vulnerable people • Greater opportunity for communication through face to face contact • Keeping you informed while getting a repair completed
Who do you consider to be vulnerable and in need of more support?	<ul style="list-style-type: none"> • People with illness or disability • Older people aged 80+
What useful support do you think the Housing and Property Service could provide?	<ul style="list-style-type: none"> • Provision of a handyman • Referrals to other support agencies

ROCKY ENERGY MARKET

The Energy market has been in a difficult situation in recent months and many people will already be affected by increased costs and may have had to change suppliers with some companies having ceased trading.

If your company has ceased to trade, the new company taking over your supply will have details of your energy account transferred from your previous company. It is advisable to continue to keep up with direct debit payments which should automatically transfer. It is a good idea to keep records of your previous account information and balance, keeping screenshots where possible of any online account before it closes down. Another good idea is to keep records of meter readings. Credit balances are protected under Ofgem's 'safety net' rules. Any entitlement to Warm Home Discount should also be transferred but applications should continue to be made as needed.

The £140 Warm Home Discount will now already have been paid

to some customers but the energy companies have until 31.3.22 to make the payment.

People who qualify automatically for the Warm Home Discount (in receipt of Pension Credit Guarantee Credit) should already have received an entitlement letter. Whichever company supplied energy on 4.7.21 will be responsible for paying the discount. For anybody who left the supplier after this date, a check should be made to see whether this has been credited to the final bill or if this is to be paid by cheque later.

For any queries, there is a Warm Home Discount helpline **0800 731 0214**.

The usual advice of 'shopping around' for a competitive energy deal does not presently apply. For anybody still on a fixed deal, this is very much likely to be the best possible option to stay with until it expires. The standard variable tariff is the default tariff at the end of any fixed deal and, presently, are the

cheapest tariffs, sitting at the level of the October 2021 'price cap'. The price cap is anticipated to rise again, sharply, at the next review in April 2022, increasing costs further.

Even if usage remains the same, energy companies will be taking increased costs into account in reviewing direct debits. The direct debit should be based on the projected annual divided by 12 equal parts (if there is no outstanding balance on the account). If any direct debit increase seems excessive, it is worth checking with the energy company how this has been calculated as it may be negotiable.

To contact Brenda, Domestic Energy Officer: Telephone number **01529 308098** or **07816294646**. Available Monday - Thursday



WASTE & RECYCLING

Some amazing recycling including perfect paper and cardboard is being collected in North Kesteven, all thanks to residents' continued right thing right bin efforts. Residents are asked to ensure their purple-lidded bins contained only clean dry paper and cardboard for collections that began last year.

You were asked to place non-recyclable items such as any takeaway packaging, tissue, kitchen roll and polystyrene into the black bin. This waste goes to the Waste plant at North Hykeham where it's turned into clean electricity and fed back to the grid.

Very little black bin waste in Lincolnshire goes to landfill.

Here are some of our achievements since the campaign to improve the quality of the recycling we collect started back in September 2021.



We understand that changing recycling behaviour isn't easy, especially confusing items such as soft plastic, takeaway pizza boxes, plastic bags etc which all need to go into the black bin.



If you require any help then visit www.n-kesteven.gov.uk/recycling or contact customer services on **01529 414155**.

We are here to help.

MAINTAINING HOMES

The new Housing Business Plan aims for a continual improvement of the services offered to tenants and residents, ensuring the Housing and Property service is responsive to their diverse needs. It sets out how the Council will deliver its key Housing and Property objectives within the resources available. The aim is to achieve a balance between; spending on housing management, maintenance of homes and support services that meet the needs of our customers and comply with regulatory requirements, whilst also maintaining efficiencies.



Part of the Housing Business Plan is the asset strategy. This is the part that considers the Council's housing stock, the condition

of the properties and how the Council will maintain them.

The purpose of asset management is to ensure the housing stock is closely managed into future in order to:

- Keep dwellings in a good condition in cost effective ways
- Work within our resources to provide value for money for tenants
- Maintain properties in line with the NK Home Standard
- Ensure properties are safe and secure
- Provide a balance between repairs, maintenance and capital investment
- Provide new homes for future tenants
- Achieve high standards of energy efficiency, and contribute to the Council's aim to achieve net zero carbon by 2030

A Climate Emergency has been declared by North Kesteven District Council, and the Housing Business Plan will seek to progress actions to address

this and help to meet tenant priorities for cost effective energy efficiency for homes. This includes the following broken down into three distinct areas:

NK Home Standard – this seeks to ensure that homes are safe, secure, and remain in a decent condition

Retro CO₂sy Homes – this new standard seeks to ensure that all of the Council's properties aspire to achieve the targets set out within the Climate Emergency Action Plan.

New Build CO₂sy Homes – this specifies the standard for all New Build properties, to achieve zero carbon in use.

The plan aims for the existing housing stock to be as low carbon and energy efficient as possible within identified budgets by 2030.

More information about CO₂sy Homes will be included in future At Home magazines including a consultation with tenants.

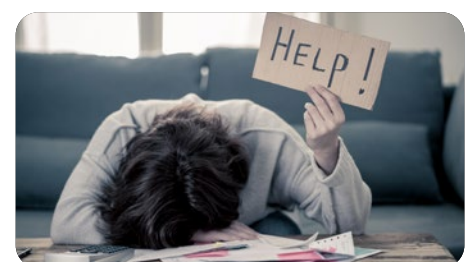
RENT UPDATE

The last few months have been challenging for many people with regard to managing their money, for example the ending of the Government's furlough scheme and the withdrawal of the extra £20.00 per week paid to people in receipt of Universal Credit during the pandemic, not to mention the expense of Christmas. Not surprisingly, this has had an effect of some people's ability to pay their rent.

It is a condition of your tenancy agreement that your rent is paid in full and on time and we are sometimes unfortunately in the position of having to take action against those who will not pay.

Therefore, if you are having difficulty in meeting your rent, it is important that you contact your Housing Officer straight away so that they can give you advice on help that may be available to you (for example benefits and other practical

assistance) and help you to agree an arrangement to catch up. By getting in touch with us on **01529 414155**, we can work with you to make sure that the problem does not become unmanageable for you.



KEEPING YOUR HOME SAFE

In July 2020 the government published the Building Safety Bill draft legislation intended to make people safer in the buildings they live in. The Charter for Social Housing Residents also set out what every social housing resident should be able to expect from their landlord including 'To be safe in your home'. On these pages we set out what the Council is doing to ensure the safety of tenants in their homes.

Stock condition surveys

A rolling programme of Stock Condition Surveys are undertaken to each individual property with approximately 400 properties surveyed annually. The Asset Surveyors are trained to The

Housing Health and Safety Rating System (HHSRS) standards to identify potential HHSRS failures. The surveyors carry out a rolling programme to assess the condition, and required reinvestment to maintain the property to HHSRS standards. As at 1st April 2021, the number of condition surveys completed was 2023.

The Housing Health and Safety Rating System (HHSRS) assesses the main health and safety risks inherent in a property. If a property fails the HHSRS, it automatically fails the Decent Homes Standard. HHSRS failures are classified as Priority One works to be addressed at the earliest opportunity.



Specific areas of Health and Safety are regularly reviewed and managed to ensure compliance against all statutory regulations for individual and communal properties. The table below shows how the Council works to ensure health and safety of tenants.

ASBESTOS

Required

- **Conduct work so that people will not be exposed to health and safety risks, including exposure to asbestos**
- **Provide information to other people including contractors and tenants when work may affect their health and safety**
- **Assess the health and safety risks to anybody who may be affected by work activities, and make arrangements to protect them**



What we do

- Have a programme to survey all properties for asbestos
- Surveys completed prior to refurbishment and demolition works
- Maintain records of all asbestos management surveys and make them available to all contractors prior to the commencement of any works
- Where materials are identified to be containing or presumed to contain asbestos NKDC will inform tenants who may be affected by it
- All employees working with Asbestos are Asbestos Awareness trained, including dedicated asbestos trained P405 officers to oversee the management of Asbestos in our premises

ELECTRICAL SAFETY

Required

- To inspect, test and certify electrical installs within all properties
- To inspect, test and ensure safety of electrical installations all void properties prior to re-letting
- Retain and manage records of inspections and certified installations



What we do

- An electrical inspection is made to all premises every 5 years
- Void properties have electrical inspection and test before a new tenant moves in
- Properties with an un-satisfactory test certificate have all works completed to rectify defects
- A Health & Safety Regulatory Compliance Officer manages and monitors the contract

FIRE SAFETY

Required

NKDC has a legal duty to:

- Carry out fire risk assessments for all communal areas (e.g. flat stairwells)
- Evaluate the risk to people from fire, and to ensure that adequate fire safety measures are in place



What we do

- Complete fire risk assessments for communal areas every four years and review them every two years – these determine:
 - » Specific hazards
 - » Corrective action required
 - » A risk level and priority rating for any risks
- All significant findings are identified, recorded and actioned in a timely manner
- Smoke alarms are installed to all properties and serviced annually
- Officers make quarterly fire checks of communal areas
- At Home magazine regularly updates tenants on fire safety. The new tenant pack has health and safety information

GAS AND HEATING SAFETY

Required

NKDC has a legal duty to:

- Ensure that all domestic and communal gas installations and appliances are serviced annually
- Retain and manage servicing and installation records



What we do

- An annual MOT - inspection, testing and maintenance of all domestic heating boilers
- All empty properties are inspected and tested prior to re-letting
- A dedicated officer manages and monitors the contract and recording database
- Morgan Lambert Ltd undertakes audits of gas services
- Carbon Monoxide alarms are installed in all properties where required and serviced annually

WATER HYGIENE

Required

NKDC has a duty to ensure the:

- Regular water risk assessment and testing of hot and cold water systems communal premises
- Identification and assessment of risks from legionella bacteria in hot and cold water systems in communal premises
- Implementation of preventative or control measures for risks
- Programmed management and maintenance of all water equipment and systems

What we do

- Regularly monitor and test hot and cold water systems in all communal premises
- Risk assessments of communal premises every 2 years
- All records are logged and managed and shared with the contractor
- All non-compliances are recorded, and actioned within a timely manner



SMOKE AND CARBON MONOXIDE ALARMS

Required

The Smoke and Carbon Monoxide Alarm (England) Regulations 2015 does not place a statutory duty on Local Authorities to provide smoke and carbon monoxide detectors, however, the Council recognises the importance of minimising risks to tenants' safety.

What we do

- Provides smoke detectors to all properties
- Provides carbon monoxide detectors to all properties with either gas, solid fuel or oil heating
- Inspect and service both types of detector annually



PERFORMANCE

100% Dwellings have a valid gas safety certificate

95.82% Gas services accessed and completed without landlord involvement (Target - 97%)

3811 Electrical periodic inspections have been completed to date (2016-2021) (Target – 3857)

0 Properties (in the calendar month) where the gas safety check was not completed before the expiry date (Target – 0)

100% Premises containing communal areas have an up-to-date fire risk assessment

90% NKDC domestic properties with an up to date 6 monthly lift inspection report. (Target – 100%)

100% Sites with up to date water hygiene risk assessment.

PORTABLE HEATER SAFETY

Safety must always be your priority when using heating appliances

In the UK 80% of all domestic fires are caused by electrical appliances, portable heaters are at the top of the list. Most portable heater fires can be avoided by taking sensible safety precautions.

Calor Gas heaters use up oxygen and give off toxic waste gases (carbon monoxide and nitrogen dioxides). When using these heaters rooms must be ventilated to allow a fresh supply of air and the removal of waste gases.

Always read instructions before operation & follow the manufacturer's instructions.

If you have any issues with your portable heaters do not try DIY repairs, including changing a damaged cable, always consult:

- For electric heaters:
A qualified electrician.
- For Calor Gas (LPG) heaters
a gas registered engineer
with LPG accreditation.

When setting up and using your electric portable heater safety precautions should always be followed to reduce the risk of fire, electrical shock and injury to people and property, including the following:

- Never buy a heater without CE certification.
- If you are unsure about any aspects of operation or usage then check with the supplier before installation and operation.
- Never use an electric heater if it is damaged.
- Do not use your heater outdoors, unless it is specifically designed for outdoor use (patio heater or similar).
- Do not place an electric heater near a bath, shower or sink, contact with water presents the risk of electrocution.
- Bathroom heaters should be rated as splash-proof with a minimum 2nd number of the IP rating of 4 (IP- x4) and be fixed (wall or ceiling mounted) so they cannot be moved into the bathtub or shower.
- Do not place a heater immediately below a fixed socket outlet or connection box, it will cause the socket to overheat.
- Do not place your heater where it can be knocked over or in busy places where a lot of people are moving around.
- Portable electric heaters are not intended for use by young children or other persons without assistance or supervision if their physical, sensory or mental capabilities may prevent them from using them safely.
- 40% of all people killed in heating fires are over 80 years old, pay particular attention to elderly users.
- Children should be supervised in any area where portable heaters are in use to ensure that they do not play with the heating appliances.
- Never leave a fan heater running unattended - if the fan cuts out with the heating elements still on out the heater can catch fire in seconds.
- Never cover a portable heater or place material or garments over it, do not hang washing on any heater to dry, even a radiator, as it will cause it to overheat.
- Make sure that no one is sitting too close to the heater, never closer than 1 metre from any space heater. Falling asleep when sitting too close to a heater can result in serious injury.
- Keep the supply cord away from the front of the heater.
- Do not use any space heater in a small room when they are occupied by persons not capable of leaving the room on their own unless constant supervision is provided.
- Do not put heaters under desks as it is difficult to maintain proper clearances for airflows and combustible materials which can accidentally fall or be kicked into the clearance area around the heater.
- In the event of a fault or if the heater is giving off unusual smells immediately unplug the heater.
- After power cuts check all portable heaters are switched off or plugged out before turning the power on. If any are on timers check and reset them.
- If the electric socket, plug or lead is overheating or arcing (sparking or hissing) immediately turn off the electricity at the fuse box. To prevent burns wait until the lead or plug cools down before unplugging the heater.
- If your heater catches fire do not try and douse it with water, you may electrocute yourself. Call 999.
- Do not try and fight an electrical fire yourself.



DISREPAIR

Beware of illegal door knockers and phone calls – contact us first

We are aware that a number of our customers are receiving home visits or calls from Disrepair Claim Companies. To gain access to your property, they will sometimes say that they are from ‘the housing’ and that they are there to complete a survey on the property.

These people are not in any way representing North Kesteven District Council or our contractors. They represent claim handlers or solicitors, with an aim to make money.

They will tell you that your home is in need of repairs and will encourage you to put in a claim against us.

We want you to be aware of them, let you know what happens if you claim, and how that claim affects us, you and our other tenants.

Before you agree to anything with these companies, we encourage you to call us on **01529 414155** and discuss any problems you have with our Repairs Team. We can then send out one of our Repairs Surveyors to inspect, advise and put in place a mutually-agreed plan to resolve any genuine issues you may have; working with you to fix the problem without having to resort to legal action.

Be aware

Disrepair Claim Companies use a legal scheme that was introduced to protect tenants from bad landlords.

These claims can take up to two years to resolve and this is very likely to cause further inconvenience to you.

Disrepairs are classed as substantial repairs and are not minor repairs such as small patch of mould or small cracks to brickwork.

For a claim to be agreed and upheld, it must be proven that the problem with the property has caused a significant danger to your health and safety.



What happens if you claim for Disrepair?

In order to file a valid claim, you will need to prove that you have previously reported the issue to us and that no previous remedial actions have been taken. If you have not previously reported the repair to us, you will have no basis for a claim under the Disrepair protocol. We keep full records of all calls and repair reports on our systems and will be able to verify how repairs reports have been handled over time.

Please note that you could be in breach of your tenancy agreement if you don't keep your home clean and in a good state of repair; all repairs should be reported immediately to us.

Any repairs noted during the inspection of the property, that have not been reported to us and are deemed to be causing damage to our property, will be recharged to the tenant.

If you believe you do have a valid claim to make for Disrepair, we would advise you to seek independent legal advice before signing up with any Disrepair Claim Company.

How disrepair claims affect us

As you can imagine, it is extremely costly for us to go to court and defend cases. We don't have insurance against these claims; therefore the more that we spend to defend cases, employing solicitors, the less we have to spend on repairs, improvements and funding for other services for our tenants and communities. We do have an experienced team to deal with these cases which helps to protect us against claims.

Our service to you

- We're committed to giving you a comprehensive repairs and maintenance service.
- We'll listen to your complaints and work with you to fix any problems as quickly as possible.
- We want to avoid legal action and we will defend ourselves if necessary.
- Please report any repairs to your home immediately by firstly ringing our contractors so that any repairs can be dealt with.

DAMP & CONDENSATION

What you can do to reduce damp and condensation in the home?

Without even knowing it, every day we produce and release moisture into the air by the things we do in our home.

In 24 hours an average household can produce:



Condensation appears as water droplets on windows or walls; you may notice dark mould appearing on cold surfaces and in places where there is little movement of air such as in corners, in or behind wardrobes and cupboards.

Here's some helpful advice on how you will be able to reduce condensation in your home.

Reducing condensation

- Reduce moisture produced in the home - dry washing outside; put lids on saucepans when cooking etc.
- Make sure there is enough ventilation/air circulation
- Increase the heating to raise the temperature of the air and cold surfaces
- A dehumidifier may help in the short term but is not the answer to condensation problems in cold homes

Ventilation and heating

Striking the right balance between warmth and ventilation is important. Your home can be ventilated without being cold or draughty.

- Keep a small window ajar or a trickle vent open particularly in kitchens and bathrooms when using them.
- Use your extractor fan if you have one.
- Close kitchen and bathroom doors when using the rooms to stop moisture reaching other rooms, especially bedrooms that are cooler.
- Ventilate cupboards and wardrobes. Make sure the air can circulate.
- Check that wall vents have not been covered up.

In cold weather, try to keep your home warm as condensation is less likely to occur.

If you suspect damp and mould contact the Council on **01529 414155** and ask for the Repairs Department.

If you are worried about fuel bills or keeping your home warm you can contact the Domestic Energy Officer who will visit you to help and advise you on keeping your home warm and affordable.

Contact the Council on **01529 414155** and ask for the Domestic Energy Officer.



SATISFACTION MEASURES

The housing regulator is seeking views on its proposals for tenant satisfaction measures and they are asking for residents to take part in the survey. These proposals will see changes to how satisfaction data is collected and what is measured.

Tenant satisfaction measures demonstrate how satisfied residents are with their landlord and cover areas that include:

- Repairs
- Safety
- Resident engagement
- Neighbourhood management & ASB
- Complaint handling



The regulator wants to make the changes so tenants get meaningful information about their landlord and to help the regulator ensure that landlords are providing a good service to residents. It is therefore important the new tenant satisfaction measures are fit for purpose to give a clear picture of how satisfied tenants are with their landlord.

To take part go to www.gov.uk and search 'tenant satisfaction measures'. You can submit answers to as many or as few of the consultation questions as you want to - you do not have to answer them all.

COME AND SEE COGGLESFORD

Restored, refurbished, re-interpreted and re-opened, Cogglesford Watermill in Sleaford is back in action.

We've made good use of its closure by investing £50k in repairs to the wheel - re-using old timbers throughout in new aspects of the interpretation and re-

thinking aspects of how it functions - improvements to the shop, on-site refreshments and all-round visitor experience.

It's on no small part to the craftsmanship of RH Displays and Exhibitions Ltd that it looks so fresh and inviting.



Council Leader Cllr Richard Wright was the first to visit when it reopened, followed by a number of eager beaver volunteers and passers-by.

You can enjoy it too, open Friday to Monday, 12pm to 4pm. Why not bag some ground-on-site flour or other delicious treats and gifts?



hub

The Hub delivers an inspiring programme of contemporary craft, design, dance and creative arts experiences, in Sleaford, across North Kesteven and beyond.

Home to a national centre for craft and design, our

celebrated exhibitions showcase contemporary artists and makers from around the world. Our shop stocks an ever-changing collection of handmade craft objects and design gifts, and our CaféBar is a great place to enjoy locally sourced specialty food and drink.

hub-sleaford.org.uk
shop@hub-sleaford.org.uk
01529 308 710
 @hubsleaford
 @hubdanceteam



Supported using public funding by
**ARTS COUNCIL
 ENGLAND**



Working in Partnership to Inspire North Kesteven

**The Hub, Navigation Wharf,
 Carre Street, Sleaford, NG34 7TW**

DIGITAL HUB CO-ORDINATOR - A TYPICAL DAY

Co-ordinating NKDC's Community Digital Hubs is a really varied role and encompasses working with partners in the local communities to run our hubs, recruiting and working with our digital hub support volunteers as well as helping those who attend work through the problems they are having and increase their digital confidence.

During a typical day I might meet with someone who is interested in becoming a volunteer and talk to them about what we do at the digital hubs to find out if the role is for them and vice versa. I then may attend one of our digital hubs, along with my colleague Mandy who supports all of the hubs each week. Sometimes people would like some support with a problem they have encountered, help to send an email or learn how to use video calling, every so often someone will bring along a printer too. I could send out emails to our mailing list letting people know about updates to the hubs, and work with other teams in the council to try and find out which other communities might benefit from having their own digital hubs. I am currently working on a project to create a 'how to' toolkit to potentially help communities set up and run their own digital hubs in the future.

I also spend time promoting the hubs and trying to get more people to come along as we're keen to help as many people as possible, and we work alongside the VCS to recruit volunteers to help us. There are lots of elements involved in running a

digital hub, but the most important component is the human one, bringing together people with the knowledge and people who want to learn is such an essential part of what we do. We want to empower as many of our residents as possible to feel confident navigating the internet and using online services.



We run during school term-time and tend to break for the school holidays. We run as a drop in and anyone is welcome to attend. We are a friendly and welcoming service, and we rely on volunteers. If you would like to come along and get some help with a digital device please come along to see us at one of our locations. Alternatively, if you are a competent IT user and have some time to pass these skills onto others we are always looking for volunteers. For more information please get in touch with Rachael at volunteer@n-kesteven.gov.uk or by telephone on **01529 414155**

We currently have five digital hubs which run at the following times and locations:

Sleaford Digital Hub

Tuesday 10:30 – 12:00
Sleaford Town Hall
(temporarily at The Hub formerly the NCCD for January 2022).

The Hub, Navigation Wharf,
Carre St, Sleaford NG34 7TW

Osbournby Digital Hub

Tuesday 1:00pm – 2:30pm
Osbournby Village Hall

Osbournby Village Hall,
10 High Street, Osbournby,
Sleaford NG34 0DP

Heckington Digital Hub

Wednesday 1:30pm – 3:00pm
Heckington Methodist Church

Heckington Methodist Church Hall,
Church Street, Heckington
NG34 9RF

Ruskington Digital Hub

Thursday 10:30am – 12:00pm
Ruskington Methodist Church

Ruskington Methodist Church,
Chapel St, Ruskington, Sleaford
NG34 9DX

Waddington Digital Hub

Thursday – 1:30pm – 3:00pm
Waddington Community Hub

Waddington Community Hub,
High St, Waddington,
Lincoln LN5 9RF

Need Advice?

The quickest way to access our service is to contact us via **telephone**. Our Team are ready and waiting to take your call.



Call us on:

0808 278 7942

Universal Credit

0800 144 8444



Email us:

**outreach@citizensadvice
midlincs.org.uk**

**Food Bank
Vouchers
Trussell Trust**

0808 208 2138



Visit our website

<https://camidlincs.org.uk/>

**Consumer
Helpline**

0808 223 1133



**Information
Drop In Sessions**

During the session our friendly Team will complete a short assessment of your situation and if possible, provide you with information and support you to research your query online. **If further help or advice is needed, you will be contacted via telephone to arrange a follow up appointment.**

Sleaford

Opening Times:

Mon & Wed 9:30 to 12:30

Money's Yard,
Carre Street,
Sleaford,
NG34 7TW

**citizens
advice**

Mid Lincolnshire