

Housing Contact

The magazine for Mansfield District Council
housing tenants and residents

Tenant news for you:

Turn to page 13: First steps to a better life



Turn to page 14: New ultra low energy council homes



Turn to page 15: Work set to start on £7m Bellamy housing scheme



Tenants' Annual Report 2022/2023

6,348

properties managed

197

employees

£26m

(approx.) rental income*

£3m

(approx.) other income

99.25%

of rent and service charges collected

*includes income from garage rents and other non-dwelling rents

Main items of expenditure

24%

general repairs and maintenance

8%

building new properties

7%

borrowing and loans

4%

repairing properties when tenancies end, getting them ready for new tenants

16%

improvements, including bathrooms, kitchens, property adaptations and improving energy efficiency of properties

20%

running costs

The remainder (20%) was spent on general running costs, including staffing costs for support services, housing allocations, tenancy services and tackling anti-social behaviour.

Creating a bright future for tenants

Welcome to this latest edition of Housing Contact which features the results of Mansfield District Council's Annual Report for tenants.



Cllr Anne Callaghan
Portfolio Holder for Housing

As the new Portfolio Holder for Housing, I have been reading the annual report carefully and with great interest. It has been very encouraging to learn about the council's achievements in how it delivers its housing services. This edition is packed with useful stories including details of our tenant satisfaction survey. We would like to hear what you have to say and share any information that is relevant to you.

Managing over 6,000 properties is one of the council's biggest responsibilities. We will continue to build fantastic, high quality and affordable new homes, listen to the needs of our tenants, and continue to improve and uphold the high standards of management we currently achieve.

It was especially pleasing to see more beautiful affordable homes being built at Saundby Avenue, as well as a new play area and cycle track on Bellamy estate, ahead of additional housing.

This is particularly so regarding anti-social behaviour, where an eviction can shift a problem elsewhere. Our efforts outlined in this report to affect a change in the behaviour of individuals or families who persistently breach their tenancy agreements in this way are also hugely important in bringing about a lasting and wider improvement in the quality of life for people across the whole district.

We continue to respond to your anti-social behaviour concerns with action to deal with tenants who persistently breach their tenancy agreements. By working with our partners in the Police and Fire Service in areas such as Oak Tree Lane estate, we aim to reduce crime and improve the quality of life of our residents. Our new estate caretakers will soon help deal with fly-tipping and communal areas across all of our neighbourhoods alongside our regular estate walkabouts.

Meeting your needs

We may be able to provide this information in larger print, braille, or in another language. If you'd like to find out more please contact 01623 463463, or email mdc@mansfield.gov.uk.

Home Improvements



The council is committed to ensuring all tenants live in decent, safe homes. In our last magazine, we advised that we have started to carry out physical surveys of our homes and, so far, we have carried out surveys of 30% of all homes with plans to continue. These results have helped us plan future investment in your homes over the coming years, including new high-quality kitchens. In addition, some homes will also have a new bathroom, where required, and some will undergo electrical upgrade works. Our proactive roofing programme continues on a priority basis, and we are currently setting up a new contract to deliver windows and external doors.



80%

repairs completed on time, across all priorities.

57

council properties that have received adaptations.

During 2023/2024, we will spend the following (with further investment planned over the next few years):

Kitchens: **£1m**

Electrical: **£1m**

Roofing: **£1m**

Heating: **£1m**

Bathrooms: **£460k**

Windows/Doors: **£1.5m**

Repairs 2023: What we did

- 9,639 emergency repairs
- 3,702 urgent repairs
- 9,589 routine repairs

Fire safety information



Remember the council needs to:

- Keep communal routes and corridors clear of obstructions and check that all tenants understand they need to do the same.
- Inspect and test gas boilers, flat fire detection devices and carbon monoxide detectors annually.
- Inspect your electrical installation every five years.
- Inspect communal exit doors monthly.
- Inspect flat entrance doors annually.
- Ensure occupiers of flats know what to do if a fire occurs.

Remember you as a tenant or occupier of a council residential property should:

- Report any fire safety concerns as soon as possible.
- Help the council by not storing or dumping anything in the communal areas.
- Test your home's detection and carbon monoxide detectors regularly and report any faults without delay.
- Limit the use of electrical extension leads and switch off electrical sockets when any extension leads or appliances are not in use.
- Ask a competent person to inspect portable electrical appliances and ensure that correct fuses are used.
- Ensure all fire doors are closed while away from home.
- Not interfere with any entrance doors and ensure they are fully closed by using the automatic closer.
- Report any faults with entrance doors or letterboxes.
- Follow the council's fire safety instructions.



Did you know?

From April - June 2023, we have achieved a 100% gas safety inspection record across all relevant properties. Thank you to tenants for allowing our team's timely access.

Electric scooter, wheelchair or mobile phone charging safety:

- Charge scooters or wheelchairs in safe and ventilated areas which do not block fire escapes.
- Do not leave charging overnight or when you are away from home.

Further guidance on charging e-bikes and e-scooters is available at nationalfirechiefs.org.uk.

What is condensation, damp and mould?

Damp

Damp can form when moisture collects in an area and does not dry out properly.

Moisture occurs in homes through day-to-day activities such as bathing, cooking, and drying clothes. Moisture can also get into homes from outside sources, such as a leak or broken and blocked guttering.

When moisture cannot get out, it can lead to damp and mould. The best way to avoid damp and mould is to ventilate homes daily. This allows the air to circulate.

Condensation

Damp can also happen when there is condensation in your home.

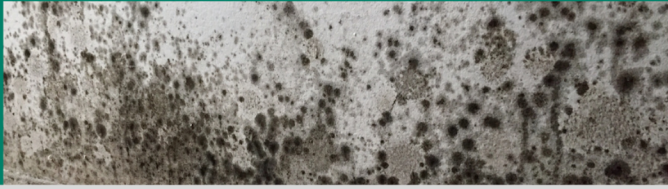
Condensation is when warm, wet air settles on a cold surface and water droplets are formed. These droplets are called condensation. Condensation mostly happens in colder months when it is both raining or dry outside. Moisture moves through a property and settles in colder rooms. Condensation should be wiped away daily. If left, it can lead to mould growth.

Too much condensation in your home can cause damp and mould. To reduce the condensation in your home, you should look to reduce the amount of moisture produced.

You can do this by:

- Covering pans with lids when cooking.
- Using an extractor fan where fitted.
- Open trickle vents fitted on windows.
- Increasing the heating to raise the temperature of the air and cold surfaces.
- Asking for the loft insulation to be inspected to check it is at sufficient levels.
- Ensuring there is space between walls and large pieces of furniture which allows air to circulate.
- Drying washing outside, or in the bathroom with the door closed and a window open.
- Ensuring a tumble dryer has a vent or hose to outside of the house.
- Closing kitchen and bathroom doors when the rooms are in use to prevent moisture from reaching other rooms, especially bedrooms which are cooler and more likely to suffer from condensation.
- Keeping cupboards and wardrobes well ventilated by not over filling them - this stops the air circulating.
- Ensuring any wall vents are not covered up. If so try to uncover them or contact us if unsure.

If you have any issues at your home, please report them to the repairs team on 01623 463463 as soon as possible.



Mould

Mould is essentially a fungal growth that forms where there is moisture. It first appears as black pinpricks on walls, ceilings, and furnishings. Mould grows due to moist conditions. If condensation and damp are not dealt with quickly, it can lead to mould. Mould can spread very quickly and can become extremely hard to get rid of.

The tips outlined on page 4 will reduce the amount of moisture produced in your home and lower the risk of mould.

Simple ways to save money on heating

Did you know that you could potentially significantly reduce your energy bill just by turning down the thermostat?

According to experts, this could save you over £100 a year.

Most households will regularly set their thermostat above 22°C, especially in the winter.

The average households' bills have risen to £2,500 a year from £1,971 after the energy price guarantee came into effect. This increase affects millions of households on dual fuel energy tariffs, although the exact amount you pay will depend on your usage.

When it comes to your thermostat, the Energy Saving Trust recommends that you should set it to the "lowest comfortable temperature".

Ventilate to remove moisture

Your home can be ventilated without being cold or making draughts. You can do this by:

- Keeping a small window ajar or a trickle vent open when someone is in the room, particularly when a bathroom or kitchen is being used. You might not need to leave the windows open all day but just for a period of time.
- Whilst keeping your home warm in cold weather, we advise keeping low background heating on all day, even when there is no-one at home. If your home is warmer, condensation is less likely to occur as this will keep the building warm so there are fewer cold surfaces for the moist air to form condensation.
- Insulation and draught proofing will also help keep your home warm and reduce fuel bills.

If you have problems with damp or mould please contact our repairs team by phoning **01623 463463**. They will arrange an inspection of your home and offer advice or arrange any necessary work. They are always on hand if you have ongoing problems, or need further advice.



Your tenancy



How we let your homes

The council owns a limited number of homes. We always aim to let our properties to people who need them the most.

We continuously work to reduce issues of overcrowding, tackle under-occupation and ensure that adapted properties are allocated to people with a disability.

The council is also required to meet an agreed standard before properties are let to new tenants. We scrutinise our vacant properties, to ensure that we achieve these standards before occupancy.

What we did

During last year, we let 443 properties. At the end of 2021/22, we had 5,995 people on the register, with 171 people being in priority need within band one, 556 being in band two and 2,435 in band three.

Our pledge

We plan to refresh our Homefinder list, removing individuals that no longer require our housing. We'll also ensure that residents currently on the list are within the correct banding.

Our allocations policy will consistently reflect legislation, ensuring that we adhere to regulations surrounding citizens who are homeless, or those that are threatened with homelessness.

| Number of bedrooms | Total number of properties | Average weekly social rent (charged over 48 weeks) | Average weekly affordable rent (charged over 48 weeks) |
|--------------------|----------------------------|--|--|
| Bedsit | 46 | 65.83 | |
| One bed | 2,354 | 76.99 | 115.03 |
| Two bed | 2,069 | 85.35 | 128.45 |
| Three bed | 1,763 | 92.19 | 130.53 |
| Four bed | 114 | 98.46 | |
| Five bed | 2 | 101.87 | |
| Total | 6,348 | | |





How we manage your tenancy

The main source of income for the housing department is the money we collect through tenants' weekly rent payments. This funds the repair and maintenance of your homes. It also pays for other activities associated with the housing department. It is therefore important that we collect all the rent that is due.

Getting help

We have a team of Housing Income Officers who are there to help you if you are struggling to pay your rent. The earlier you contact them to share your problem, the easier it will be to sort it out. If you leave your rent arrears to increase, we will still be able to help you, but it will be more difficult and take longer to resolve.

Within the team we have a Financial Inclusion Officer who helps people with more complex levels of debt, helping them to maximise their benefit entitlements and agreeing plans to sort out issues of multiple debt.

What we did

We understand that the country is in the midst of high inflation and the cost of living is only increasing.

Where possible, we continued to use the council's Discretionary Housing Payment scheme to help those in short-term financial need.

We also made use of the Government's Household Support Fund by making the necessary referrals to help people claim vouchers for fuel, utilities, and food. All this ensured that we helped prevent people from losing their homes.

There will always be a few people who will not engage with the council and simply refuse to pay their rent. Unfortunately, this leaves the council with no option but to take action to evict people from their homes.

Thankfully, the number of evictions we carried out continues to reduce each year and last year we had eight evictions, a record low for the council, and proof that our homelessness prevention strategies are working.

Our pledge

We will always try to find ways of helping you to make your rent payments. This could be by ensuring you are receiving all the benefits to which you are entitled or by putting in place affordable rent arrears repayment arrangements. We can work with you to help you to prioritise your debts and spending.

Eviction will always be a last resort.

Did you know?

During 2022/23 the housing department collected 99.25% of rent and service charges that were due.

Tenant involvement: We want you!

Are you interested in having a say on housing matters? If so, we want to hear from you!

You could be part of the following:

- Tenant Scrutiny Panel (regular meet-ups).
- Tenant Soundboard for consultations.
- Tenant Co-production Group to design future tenant involvement activities.



Tenant Scrutiny Panel

We are currently recruiting people to sit as Tenant Scrutiny members.

What is the Tenant Scrutiny Panel?

The Panel is an independent team of tenants who work closely with Mansfield District Council to review the housing service and its policies and performance. It plays a key part in ensuring all tenants receive an excellent, value for money service and that tenants' views are heard.

Whilst personal experience is important, becoming a member of the panel is not an opportunity to resolve individual issues.

How can the panel can help you and the council?

Scrutiny makes a real difference to the way Mansfield District Council delivers its housing services to tenants. As a member, you will give an independent customer view of how Housing services, policies and performance can be improved and developed.

You will receive training and will develop a wide range of skills, which may help you in applying for jobs or gaining other voluntary positions. It may also appeal to you if you feel that you have something to offer.

If being on the panel sounds like too much of a commitment for you to manage, you could instead opt to be willing to be contacted about a range of housing matters which particularly interest you.

Have you got the skills?

We are looking for people who have a commitment and enthusiasm for improving and developing services for all Mansfield District Council tenants. We would expect a Scrutiny Panel member to be:

- A good listener
- A good communicator
- Tactful and diplomatic
- Respectful of others' views
- Able to share knowledge and skills
- Able to draw conclusions based on evidence, not on individual opinion.

What else do you need to know?

The role is voluntary, however we will pay all reasonable travel expenses. It's important that Panel members are not out of pocket for the time they give.

How to apply:

If you would like to become a Tenant Scrutiny Panel member, contact Ruth Tuft on **01623 463363**.

Tenant sounding

We're also looking to recruit tenants to join our Tenant Sounding Board. We want to provide you with a range of topics to be involved in. You can choose the level of involvement and method which is best suited for you.

Methods vary from digital/online surveys, one off focus groups, task and finish working groups, as well as pop up events.



Topics can include, but are not limited to, things such as:

- **Anti-Social behaviour**
- **Repairs and maintenance**
- **Dealing with complaints**
- **Tenancy management**
- **Estate management**

Involvement in these topics will be designed to develop and inform policies, service standards or service delivery options. Your commitment will depend on the method of involvement selected.

By registering your interest, you can choose the issues that you wish to be involved in and your preferred method of involvement.

You can register your interest by contacting Ruth Tuft on **01623 463363**, or by emailing rtuft@Mansfield.gov.uk.

Tenant involvement co-production group

It's important that we develop our information and involvement activities, whilst following best practices. This means considering tenant needs, availability of resources to support involvement activity, and ensuring that these activities are effective.

Scan the QR code, or go to the following link to complete the survey: <https://ow.ly/kCwC50PHJNl>. This will let us know about your areas of interest and preferred method of involvement.



We're looking to recruit tenants to sit on our Tenant Involvement Co-production Group, to develop our Tenant Involvement Framework, which aims to deliver positive outcomes for residents.

Involvement in the group will require a commitment of 4 meetings per year, for approximately 2 hours and you will help decide how we will involve tenants and residents in the future.

Register your interest by contacting Ruth Tuft on **01623 463363**, or by emailing rtuft@mansfield.gov.uk.

Your neighbourhood and community

Maintaining safe communities where people can enjoy their homes remains a priority for the council.

91.90%

of ASB cases have been resolved this year

What we did

The council made a successful £33,000 bid to the Nottinghamshire Police and Crime Commissioner for Safer4All (Target Hardening) funding. The council's Housing and Community Safety Team as well as Nottinghamshire Fire and Rescue and Police developed a six month plan to reduce the number of bicycle and motorbike thefts and the number of deliberately set fires, which had been identified as areas of particular concern on Oak Tree Lane estate.

The focus has been on crime prevention measures, such as distributing good quality bicycle locks and GPS tracking devices, anti-theft kits for motorcycles and delivering a schools education programme.

Additional CCTV is also being installed near the leisure centre which will cover the wild heath area where previously there have been numerous incidents of arson.

Bicycle theft and arsons between October 2022 and March 2023 both saw a 96% reduction compared with April 2022 to September 2022, and motorbike thefts saw an 80% reduction over the same period.

We also looked at the complaints we received as a department, analysing any trends and common complaints we get in order that we can learn from them and improve specific services where we need to.

One common complaint was in relation to fly tipped rubbish on our land and in our communal areas.

A decision has now been taken to employ two Estate Caretakers, who will help remove any fly tipped rubbish and seek evidence to find those responsible for it, which will enable us to take enforcement action.

In addition, they will help us undertake inspections within the blocks of flats we own to ensure that we are compliant with our responsibilities in relation to building safety, fire safety and health and safety. The caretakers will be in post within the next few months.

What next?

We will continue to work with our partners to develop and maintain individual estate action plans.

These tackle both locational problems and include specific intervention plans in how to deal with nuisances caused to the wider community by both individual residents and families.

This has resulted in one family being evicted from their home, due to the children persistently causing nuisance and criminal behaviour in this area.

Whilst eviction will always be the last resort, after all other avenues of help and support have been exhausted, we will take enforcement action to resolve issues of anti-social behaviour, wherever necessary.

Did you know?

You can download the "noise app" directly to your mobile phone. We would encourage anyone suffering from noise nuisance to do this, as it allows you to record and video noise related issues which can be sent directly to the council. If you would like help in doing this, please contact the Housing Department ASB and Tenancy Enforcement Officers on 01623 463082, or 01623 463377.



SCAN ME!



New tenant satisfaction measures

Tenant survey

On 1 April 2023, the government introduced new Tenant Satisfaction Measures (TSMs) which are designed to assess and monitor how well landlords are doing in providing good quality homes and services, and to gather information on how and where those services can be improved.

The housing department will be required to collect and share data on how we engage with our customers, how well we are doing at undertaking repairs and how we keep people safe in their homes.

How this will impact tenants:

The measures are designed to help improve standards and services for people living in social housing by:

- Providing the Regulator for Social Housing with an insight into areas of service that may need improving for the benefit of tenants.
- Providing you with information about how well you, think we are doing as a landlord and give you the opportunity to hold us to account for the services we provide.
- Enabling you to be able to see how we compare with other social landlords in terms of tenant satisfaction.

How will performance be measured?

The TSMs are designed to see how well the council is performing in terms of:

- Neighbourhood management
- Maintaining building safety
- Keeping properties in a good state of repair
- Effective handling of complaints
- Respectful and helpful engagement with our tenants

How can you help?

In order to fully understand how satisfied you are with the services we provide, we will be undertaking a sample survey with some of our tenants in October 2023.

This will be carried out on behalf of the council by an external research company, Service Insights Limited.

You will have the opportunity to answer a series of questions about our services and rate how good or how badly you think we are doing. Your answers will be treated in the strictest confidence and will only be used to help us monitor the quality of the housing service we provide.

It is important that you respond to the survey, because we can only improve things if we know what we are doing wrong.

What will happen after the survey?

Your survey responses will be used to drive service improvements, both in your neighbourhood environment and in the quality of the home you live in.

Our TSM outcomes will be submitted each year to the Regulator for Social Housing to see where improvements have been made and identify where further improvements still need to be made.

Mansfield District Council (MDC) is the data controller for the purposes of the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). The council is registered as a data controller with the Information Commissioner's Office (ICO) under registration number: Z7131075. Information collected as part of this survey will be anonymised and used for purpose of complying with the Social Housing Regulation Act 2023. All identifiable information collected as part of this survey will be destroyed after 1 year. By taking part in this survey you will help us comply with our Public Tasks. The council's full privacy statement that summarise your rights can be viewed at www.mansfield.gov.uk/privacy. You are not required to answer every question, however the more questions you answer the more beneficial your responses will be in helping the council shape its services and assist in MDC providing these services.

Beware of scams!

There are always people out there who try to catch you out and scam you out of your money. This can often be by direct contact over the telephone, by letter, by email, or someone cold calling at your home.

If you are approached by anyone who you do not know or the person claims to be from a company that you have never heard of, they may be bogus and trying to get your money.

Be particularly careful if the person claims to be from your bank. Never give your bank card PIN number to anyone, irrespective of who they say they are. Your bank will never ask you to provide your PIN number. If you are unsure, end the call and ring your bank.



Never let anyone into your home unless you know who they are. If someone claims to be from the council, ask to see their identity badge, as all council officers carry one. If you are not expecting anyone from the council and you are still unsure, do not let them in, until you have contacted the council and checked that the person is genuine. We can check the reason the person is saying they are at your home, and we can describe to you what the person should look like.

In recent times some tenants have been approached by claim handlers or solicitors, who have claimed that they are working on behalf of the council, who are seeking cases to claim disrepair to your home. The council will never employ anyone to help you make a disrepair claim.

In line with your tenancy agreement, we take our repairs responsibilities very seriously and we will always try to carry out repairs and improvements in line with our policies and procedures. Sometimes we do get things wrong, but you should give us the opportunity to put things right.

Whilst we will always suggest that you do this, with any issue of disrepair, should you want to take legal advice, then you should contact Citizens Advice Bureau, who will be able to assist you.

If you are approached by a claim's handler offering to work on your behalf on a disrepair issue, please take care. Sometimes the cases are not always straight forward and if the case doesn't turn out to be profitable for the claim's handler, it may get dropped and you may end up with legal costs to pay.

Always check the paperwork that you sign as the handler may seek costs from you for reimbursement of legal fees or surveyor's fees. Satisfy yourself that if the claim does not progress that you will not be liable to pay these costs.

All costs associated with the council defending claims for disrepair are paid for from the repairs budget. This means that this reduces the amount of money available to the council to carry out repairs and improvements on your home.





Are you over State Pension age, or know someone who is?

Pension Credit tops up pension income and can help with day to day living costs.

If you are over State Pension Age, you may be eligible to claim **Pension Credit**, even if you own your home or have savings. People who claim **Pension Credit** may also be able to get:

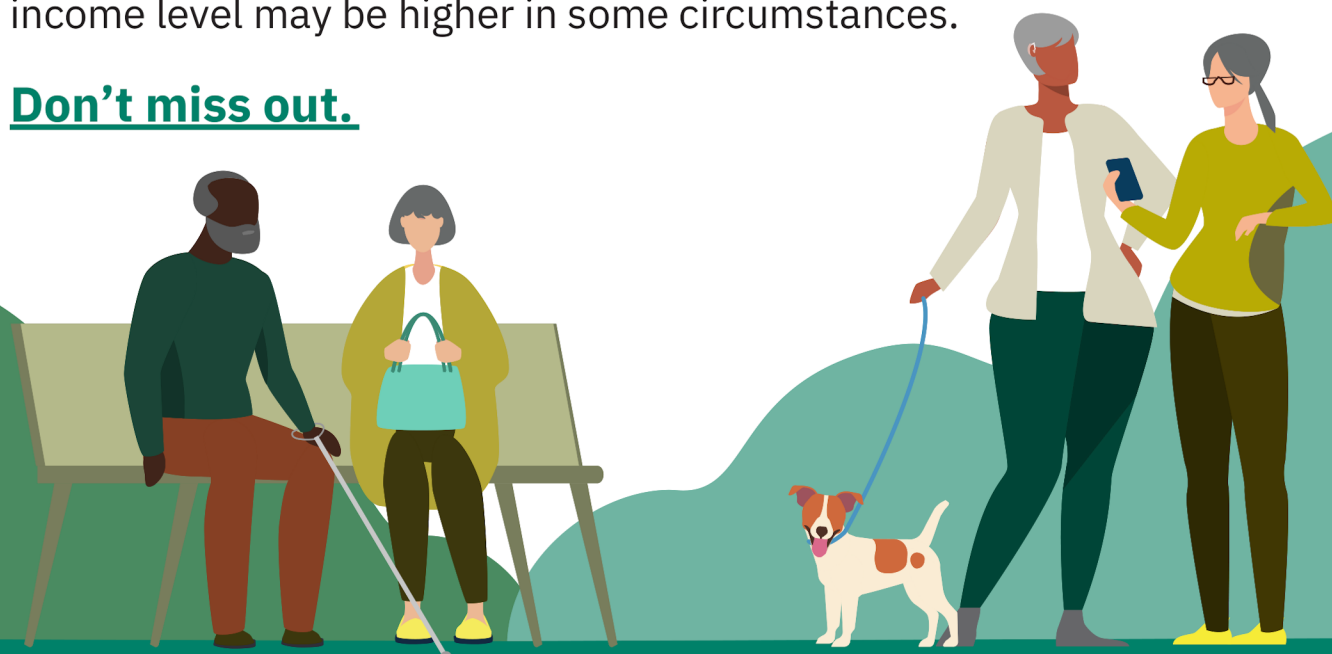
- additional Cost of Living Payments
- help with heating costs
- help with rent and Council Tax
- a free TV licence for those aged 75 or over
- help with the cost of NHS services, such as NHS dental treatment, glasses and transport costs for hospital appointments

You could be eligible for **Pension Credit** if your weekly income is below £201.05 or, if you have a partner who lives with you, £306.85. Qualifying income level may be higher in some circumstances.

Don't miss out.



SCAN TO FIND
OUT MORE



First Steps to a better life: Pioneering scheme helps rough sleepers

A pioneering scheme that enables rough sleepers in Mansfield to turn their lives around has been awarded more than £1m in funding to keep it running for another three years.

We run the scheme in partnership with Action Housing, Change Grow Live, Tuntum Housing, Paragon Asra Housing and Nottingham Community Housing Association.

By working with various partners in the third and private sectors, we have been able to tackle rough sleeping at a grass roots level. First, we provide accommodation and then support the First Steps tenant by providing an ongoing wraparound and bespoke package of care to tackle addiction, mental health conditions and other problems that led to that person's homelessness.

We initially set up First Steps in 2019 with £290,000 in Government funding. This allowed us to buy in support services including a drug and alcohol worker, a consultant psychologist and an employment worker.

Whilst rough sleeping and homelessness nationally has seen a recent resurgence by 40% since its lull during the pandemic lockdowns, the First Steps project in Mansfield has helped reduce this uptick to 17%.

1,719 clients receiving ASSIST response support this year

1,950 number of properties receiving ASSIST sheltered support this year



The scheme enables 10 people at risk of rough sleeping to live in flats owned by Mansfield District Council, PA Housing and NCHA housing associations, and a number of self-contained Action Housing flats available at Stone Cross Court for homeless people with medium complex needs such as substance use, poor mental health or a record of offending.

Mansfield First Steps was modelled on the Housing First scheme pioneered in New York in 1992 and which has since been widely adopted in the USA and become central to national homelessness strategies in Canada, Denmark, Finland and France. Evidence from other parts of the world, suggests this approach ends homelessness for as many as 90% of the people it sets out to help.

New ultra-low energy council homes

In line with the council's green agenda and commitment to lowering carbon emissions, the construction of four two-bedroom semi-detached new homes in Saundby Avenue are amongst only 170 Passivhaus certified homes in the UK and the first of their kind in Mansfield.

In addition, the new houses are Lifetime Homes compliant which means they are future-proofed for changing needs of occupants.

Using meticulous attention to detail and following principles developed by the Passivhaus Institute in Germany, the four homes have a low carbon footprint and use little energy for heating or cooling.

The council's Design Services team designed the homes and worked with a local consultant who calculated energy use and carbon dioxide emissions to verify the sustainability of the design.

The houses have high levels of insulation, extremely high performance triple glazed windows with insulated frames, plus a mechanical ventilation system along with a highly efficient heat recovery system.

Low energy bills for tenants

Passivhaus homes are designed to significantly reduce the need for central heating, thanks to their exceptional insulation that minimises heat loss. Moreover, these homes can efficiently capture and reuse heat generated by occupants, even from simple activities like boiling a kettle.



As part of the contract with the building contractor, the project created local training and employment opportunities, supported local supply chain companies, involved schoolchildren and community organisations, off-set carbon emissions through the planting of trees and by recycling a high percentage of the construction waste.

The contractor calculated that for every £1 spend on the project, it returned £2.84 to the local economy, and 87% of the spend was within 20 miles of the site.

Work set to start on £7m Bellamy housing scheme

Our extensive redevelopment programme in the heart of a Mansfield estate is moving to the next phase with the successful appointment of contractors.



We have appointed Mercer Building Solutions following a competitive tender process to undertake numerous works in the Bellamy Road estate.

The £7m upgrade has been conducted in phases and has already seen the opening of a new play park last year and learn-to-ride cycle track earlier this year.

The next stage, led by Mercer, will see 22 high-quality, eco-friendly, affordable family council homes built around the newly installed village green area. This next phase will also see the demolition of existing shops and five flats in Egmonton Road and the building of a new single-storey parade of retail outlets with a convenience store, café and takeaway.

There will also be a community orchard planted and a new traffic-calmed through road connecting Thorpe Road and Egmonton Road, which will allow for improved bus connections through this part of the estate.

Overall project works are expected to start on site from October 2023.

Our in-house architects have designed the new homes to align with government carbon reduction targets and the Future Homes Standard, which is expected to be adopted nationally by 2025. The standard requires new homes to have low-carbon heating and high energy efficiency.

The houses, comprising three four-bedroom, eight three-bedroom, nine two-bedroom semi-detached houses and two two-bedroom detached houses, will be offered at affordable rents and will be owned and managed by the council.

Katy Mercer, Director of Mercer Building Solutions, said: “We are delighted to be working in partnership with Mansfield District Council to regenerate the Bellamy Road estate. “The scheme will bring much-needed affordable family housing, green spaces, and retail units to the area. It is also an exciting prospect for us to support new employment and supply chain opportunities for local people and businesses.”

To see the project layout from above, watch the drone footage of the estate via this link: <https://ow.ly/RSo150PKZ7F>.

More children kept safe in Mansfield

Mansfield District Council has reached its 300th referral for installing child safety equipment in homes to reduce the number of accidents involving young children.

We are delighted to report that we have reached our 300th referral for installing free child safety equipment in homes to reduce the number of accidents involving young children.

This pilot initiative has operated since 2017 and sees our Housing Officers work with local children centres whose staff carry out assessments in the homes of families they are working with.

Social workers and our Private Sector Housing team can also make referrals for a risk assessment and eligibility check.

The scheme aims to support vulnerable low-income families with young children in both social housing and private sector properties.

They are being offered equipment such as stairgates, cupboard locks, window restrictors, blind cord cleats, hair straightener pouches, smoke detectors, carbon monoxide detectors and bath mats. The equipment is fitted free of charge by the council.



Unintentional injuries in and around the home are a significant cause of death among children under five years in England. Nationally, the rate of hospital accident and emergency admissions caused by injuries in children (0-4 years) per 10,000 is 108.7. (2021)

The National Child and Maternal Health Intelligence Network recommends that child safety interventions prioritise reducing five causes of unintentional injuries among the under-fives.

These include choking, suffocation and strangulation, falls, poisoning, burns, scalds, and drowning.

Please see your local Children's Centre for more information.

Training our staff to support domestic abuse survivors

Mansfield District Council has trained its entire workforce, so that staff can be more aware of the signs of domestic abuse and how to help survivors



The council has achieved the accreditation for three years and will be working towards enhanced status for 2026.

It is the first council in the country to achieve a best practice recognition in its accreditation, by using a specialist from Women's Aid to deliver the accreditation, rather than doing it internally.

Christie Conroy drew up a learning programme tailored for every department at the council. Council workers have been helped to spot different signs of domestic abuse.

Christie said: "We wanted to ensure a joined up, holistic approach to tackling domestic abuse. For instance, a housing repairs team may see signs of violence in the home such as holes in a door or wall, whereas someone on reception may sense that a visitor to the council has an air of fearfulness."

"It's about being aware of what to notice and what to do and say to someone if you suspect they could be a domestic abuse survivor, and how to hold perpetrators to account for the abuse. It's about creating an environment and an approach which for council workers is the norm.

"There must be an expectation that help and support for survivors is something a local authority should be responsible for offering to a survivor rather than expecting them to seek it out."

The training and accreditation highlights how the council can offer a safe space for anyone who would like to disclose details of domestic abuse for the first time.

Christie added: "Being a safe space means that anyone who chooses to disclose will be speaking to someone at the council who, first-off, believes them and is non-judgemental. This is about being person-centred and emphasising survivor safety, survivor voices and perpetrator accountability."

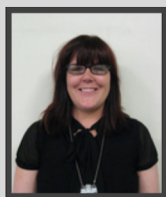
The cost of meeting the standards of the accreditation has been met by funding from Nottinghamshire Council Council and the government.

If you are experiencing domestic abuse, there are many organisations in Nottinghamshire who can help:

- **Nottinghamshire Women's Aid:** 24 hour helpline, call 0808 800 0340
- **Equation:** call 0115 960 5556
- **Topaz Sexual Assault Referral Centre (SARC):** call 0800 085 9993
- **Childline:** call 0800 1111
- **NSPCC Helpline:** call 0800 800 5000

Meet the team

Housing income officers



Emma Dabell

Warsop, Church Warsop,
Meden Vale, and
Ladybrook Lane

✉ edabell@mansfield.gov.uk
☎ 01623 463113



Jayne Parsley

Mansfield Woodhouse,
Peafield Lane, Burlington
Drive area, and Bull Farm

✉ jparsley@mansfield.gov.uk
☎ 01623 463356



Graham Moffat

Financial Inclusion
Officer

✉ gmoffat@mansfield.gov.uk
☎ 01623 463451



Michelle Males

Financial Inclusion
Officer

✉ mmales@mansfield.gov.uk
☎ 01623 463450



Sarah Dalby

Ravensdale, Forest
Town, Eakring Road, and
central Mansfield

✉ sdalby@mansfield.gov.uk
☎ 01623 463274



Kim Wilkinson

Oaktree Lane and
Bellamy Road

✉ kwilkinson@mansfield.gov.uk
☎ 01623 463307

Housing management



Ian Aspinall

Poppy Fields, Town
View and Mansfield
Woodhouse

✉ iaspinall@mansfield.gov.uk
☎ 01623 463060



Richard Dawes

Ravensdale, Forest Town
and Eakring Road

✉ mgriffin@mansfield.gov.uk
☎ 01623 463392



Kerry Chapman

Warsop, Church
Warsop, Meden Vale
and Peafield Lane

✉ chapman@mansfield.gov.uk
☎ 01623 463916



Mark Wreghitt

Ladybrook and Bull
Farm

✉ mwreghitt@mansfield.
gov.uk
☎ 01623 463127



Lee Betts

Specialist support

✉ lbetts@mansfield.gov.uk
☎ 01623 463915



Jeanette Samways

Specialist support

✉ jsamways@mansfield.
gov.uk
☎ 01623 463296



Lisa Wilcockson

Housing Management
Assistant

✉ lwilcockson@mansfield.
gov.uk
☎ 01623 463129



Melonie Hannant

Housing Management Assistant

✉ mhannant@mansfield.gov.uk
☎ 01623 463275

Get in touch



**Poppy Fields Extra
Care:**

01623 463076

Housing repairs:

01623 463463

Out of house

emergency repairs:

01623 463050

**Right to buy/
leaseholders
officer:**

01623 463492

Tenant

involvement:

01623 463363

Homefinder: 01623 463402

Central Control:

01623 463341

Housing advice service:

01623 463125