

# Your Newsletter

The tenants' newsletter for Denbighshire Housing



Issue eight – Autumn 2021

## Your opinion always matters to us!

You may remember, last year, that we asked you to complete the Survey of Tenants and Residents (STAR)? We had over 381 responses, 69% from online which fantastic!! The results showed that your top priorities and things that are important to you are:

- Your local community
- Having good neighbours
- More awareness of when people aren't acting responsibly



To keep in line with the Welsh housing sector's work to compare landlords satisfaction, and to continue to have your say into shaping our services to you, we need your feedback again!

For a chance to win a £250 gift card before Christmas, we'd like to hear from you!! You complete this year's STAR online by scanning the QR code on page 7, or completing the enclosed survey and returning it to us.

To find out the results from the last STAR, go to page 6. We can't wait to find out how we're doing and what is important to you.

We would like to help you put the dampeners on damp and condensation this winter!

Damp and condensation is a problem for loads of us, especially over the next few months. We really want to help you reduce moisture in your home, which will help combat condensation, damp and mould. Damp and condensation happen when there is too much moisture in the air in your home, especially when it's cold outside.

Here are just a few hints and tips that may help:

- Keep your home well ventilated and warm
- Wipe all cold and moist surfaces with a dry cloth
- Always use an extractor fan, if there is one, to clear the air
- try to maintain a constant comfortable temperature in your home
- Try to dry your clothes outside and never on a warm radiator.

For more tips and advice, see page 12-13!

### Improving homes in Denbighshire

We have been busy rolling out our recent energy efficiency retrofit programme in Meliden.

Why not take a look on page 9 for more information.

### Helping our wildlife!

To add colour, provide pollen and help habitat for nature and wildlife, we have nurtured our wildlife meadows across our housing estates in Denbighshire.

Take a look on page 15 to see what we've been up to.

### You are not alone!

Tackling domestic and alcohol abuse has been identified as a key priority in the council's corporate plan.

For information on how we hope to support this, visit page 16.

# Inside this issue

## Denbighshire Housing:

Message from Geoff	Page 3
STAR Survey 2021 results and this year's survey	Page 6-7
Tenancy Fraud	Page 10
Damp & Condensation	Page 12-13
Denbighshire Housing Digital	Page 14

## Community & People:

Getting to know us!	Page 4
A day in the life of	Page 5
Tenant Award	Page 10
Here to Help	Page 14
Domestic & Alcohol Abuse	Page 16-17
Community Development update	Page 18-19
Urdd Eisteddfod 2022	Page 20

## Investment & Improvements:

Housing Development Programme	Page 8
Planned works and improvements	Page 9
Repairs & Maintenance Update	Page 11
Heating Booklets	Page 11
Environmental Improvements	Page 15



## Bulletin Board

To report any maintenance issues, contact Customer Services:  
Mon-Fri 9:00am – 5:00pm 01824 706000  
Out of Hours Emergency 0300 123 3068  
Galw Gofal (Careline) 0300 123 6688  
Single Point Of Access (SPOA) for support referrals  
0300 456 1000  
Gas Emergency 0800 111 999  
Electricity Emergency 080031 63 105

NHS Direct Wales  
111  
Floodline  
0345 988 1188  
Type talk  
0345 602 6340



# Message from Geoff Davies, Lead Officer, Community Housing

**Welcome to the latest edition of your newsletter.**

**We hope you find it interesting. If you have any suggestions or ideas of things you would like to see in the newsletters you are welcome to let us know.**

There are lots of articles on our work as we are investing significantly in homes through a number of programmes.

We have the ongoing planned works programmes to provide new roofing and also kitchens and bathrooms for example, and now work to improve the energy efficiency of our homes. This includes the fitting of solar panels to provide renewable electricity to save occupiers money on their bills. You can read about all this in the newsletter.

This is understandably causing enquiries from existing tenants about when their home will be included in future programmes.

These works will be planned to be delivered by area, based on the age and condition of homes as this will inevitably be a programme over several years.

You may have also noticed that when a family move out of a home we take the opportunity to carry out significant works when there is no disruption to anyone living in the property. Please be assured that this does not impact on any of our other programmes for existing tenants who may be waiting for a new kitchen for example.

Just a reminder with house fuel bills on the increase, we work with Citizens Advice Denbighshire who have a dedicated worker for Denbighshire tenants who can advise on household finances, energy bills, including tariffs or any worries about money and debt generally.

We also know that understandable worries about heating costs can also lead to homes being cold. A consequence can be condensation problems, which can often be

difficult to solve. It is often not a simple repair that is the solution but it is about the balance between heating and ventilation in a home.

Some tenants have been disappointed when we have been unable to solve condensation issues as it takes a joint approach between the landlord but also occupiers of a home. If you have condensation issues this winter, we are here to help. We will offer advice and support and be clear about what we can do to help but also what people living in the home will need to do.

Please read our guide to avoiding condensation in the home and if you need any advice please let us know.



## Getting to know us – spotlight on one of our housing staff

### **Clare John is our Senior Finance and Assurance Officer**

#### **What is your role?**

I work with managers in Denbighshire Housing to ensure we have up to date information and projections on income and expenditure e.g. rent, service charges, repairs and maintenance etc. I also work on the much larger housing capital projects such as internal and external improvements programmes, the development of affordable homes and new build programmes.

#### **How long have you worked in Housing?**

I have worked either directly for Denbighshire Housing or alongside the service for over 24 years.

#### **How has Housing changed in those years?**

Investment in social housing is the strongest it has ever been during my career. The Welsh Housing Quality Standard (WHQS) was introduced in the early 2000's, this was to ensure local authority properties met specific standards, which started huge programmes of works across the County s to improve bathrooms, kitchens etc.

Over the last 5 years, Denbighshire Housing has started to increase its affordable housing stock to help meet demand, by either building or buying properties. This is the first time we have built properties since the 1980's, so it's exciting times ahead.

More recently, I've been involved with the delivery of the optimised retrofit programme, which consists of installing energy efficient elements in properties, to help reduce fuel poverty and contribute to the de-carbonisation agenda.

#### **The best thing about your job?**

When you work in an office (or at home more recently), you very rarely get see what is happening on the ground because of all the number crunching. The best thing about my job is getting out and about when I can, either to view refurbished void properties ready to be re-let, to see properties that have just been bought, which are ready to be refurbished or new properties that are in the process of being built. All of which finally result in a safe, warm, affordable home ready for new occupiers to move into.

#### **Favourite Music?**

Anything from The Kinks, The Beatles & The Doors, through to a bit of Duran Duran (guilty pleasure), The Stone Roses, Kula Shaker, Stereophonics and the Arctic Monkeys – the list is endless!

#### **Favourite UK cities?**

There's nowhere like Liverpool for the music and Cardiff and Edinburgh for the rugby





# A day in the life of Denbighshire Tenant and Residents Federation (DTARF) member

## We'd like to introduce Stephen Beach, the Vice Chair of Denbighshire Tenant & Residents Federation (DTARF)

### Please tell us about your role?

I am a town councillor in Ruthin. I am very proud of our town and the community is most important part of my life.

I have been a member of the Denbighshire tenant's federation, DTARF, since 2000 and I am currently Vice-Chair.

### What do you enjoy about working for your communities?

To see the difference it makes and to talk to people. We have seen environmental improvements, off road parking, new roofs and other housing projects in our area with more to come.

The Pandemic has hit us all hard and I look forward to working with all officers in Denbighshire Housing and the Council going forward in the future. Keep a look out for the roadshows planned!

### Describe a typical day?

I am always busy. I am chair of Caniad Mental Health Panel, and a Betsi Cadwaladr Health board member. I attend many committees with Ruthin Town Council and I am a governor for Ysgol Rhos Street. Other organisations I am involved with include Ruthin Civic Society and RAOB Charity.

### What is your favourite film?

The Sound of Music

### What is your favourite music?

Tamla Motown



## Survey of Tenants and Residents (STAR)

We'd like to take this opportunity in thanking everyone who took part in our previous survey. We had over 381 responses, 69% from online, which was fantastic news!!

Your top priority is your local community, having good neighbours is important to you and you have more awareness of when people aren't acting responsibly. Please see the results of the core questions below:





— CHANCE TO WIN! —

A **£250**  
OR **£100**  
GIFT CARD

### Your opinion always matters to us!

To keep in line with the Welsh housing sector's work to compare landlords satisfaction, and to continue to have your input into shaping our services for you, please take a few minutes to take part in this year's survey and be in with a chance to win either a **£250** gift card or a **£100** gift card!

#### How do I complete the survey?

- By scanning this QR code with your mobile,
- or, by completing the enclosed survey and returning to us.
- Closing date: **15th December 2021**



#### When will we find out the results?

We will review the responses over this autumn/winter and share results with you in the spring 2022 newsletter. We'd like to thank you for taking the time to complete these surveys, they make such a difference to how we deliver services to you.

## Housing Development Programme



Llywodraeth Cymru  
Welsh Government

### The Dell, Prestatyn:

In our previous newsletters, we told you about our plans to build new, accessible apartments in Prestatyn.

Over the summer, we've been asking contractors to submit prices for building a block of 15 new Council apartments on land off The Dell in the town. The contract has now been awarded to a North Wales based business (R.L. Davies Construction from Colwyn Bay) and work will be starting on site before Christmas with completion expected in autumn next year.



### Llys Llên, the old library, Prestatyn:

Also in Prestatyn, we've now had the planning permission confirmed for the redevelopment of the old library on Nant Hall Road. We'll be building 14 new Council apartments on the site, and there'll also be two business units on the ground floor.

We'll be taking the opportunity to improve the access and parking arrangements at our existing apartments at Llys Bodnant, which are next to the old library. Work is expected to start on site in the New Year, with completion towards the end of 2022. The new development will be called Llys Llên (Literature Court in English) to celebrate the presence of the town's old library on the site for many years.



### Denbigh, Llwyn Eirin:

We've got some exciting news about Llwyn Eirin, our 22 energy efficient Council homes we're building on land above Tan y Sgubor in Denbigh. The contractor is making good progress with the new houses! During the spring, a special drilling rig was on site to bore holes, which will allow the water used for heating the houses, to pick up the natural warmth of the earth. We're on track to complete these spring 2022, and can't wait to see the new community of tenants settle in.

**We will keep you posted on all our projects in the next edition, but it's great to see new, social homes being built in Denbighshire!**







## Planned Works External Enveloping and Energy Efficiency Improvement Works

We are committed to reducing our tenants' fuel bills and improving the insulation of our homes. To help, during the summer, we successfully completed our first energy efficiency retrofit programme in Meliden. The programme has delivered external improvements to 55 homes in Ffordd Ty Newydd and neighbouring estates within the area.

As part of the contract, and with the help of the Welsh Government's Retrofit grant, we have also installed a number of innovative energy efficiency measures within these homes. This has included integrated solar PV panels, external wall insulation and battery technology. We've also replaced the roofs, render and guttering to each house.

This investment is really important, and one, of only a few pilot programmes in Wales. We were able to install sensors in the homes to create a system known as Intelligent Energy System (IES). The sensors monitor the temperature and humidity of the homes, making them better for you to live in. They also help us track our progress in reducing the carbon footprint of the Denbighshire Housing stock. The data retrieved by the IES system also provides information about the amount of off grid energy produced by each house, which reduces your energy bills.

The programme was delivered in partnership with Sustainable Building Services, who have now worked with Denbighshire Housing on several high profile investment projects. We intend to roll out our next phase of works over the next few months, which will see a further 55 properties improved in Rhyl. Surveys are being done and we hope to deliver similar energy efficiency works here.

A further 600 IES systems will be installed in homes across Denbighshire, where we plan to deliver improvements in the next 3 – 5 years, as part of our next external enveloping framework.



## Fire Safety Act 2022 coming soon!

You may have heard on the news about The Fire Safety Act? This act covers fire safety in buildings, such as housing blocks, to help people feel safe in their homes. The Act requires fire risk assessments for buildings affected to be reviewed and updated to include the structure, external walls and flat entrance doors.

### So how will it affect you?

If you live in a building that has two or more apartments, we must manage and reduce the risk of fire. The new Fire Safety Order will extend to include:

- the structure and external walls of the building (e.g. cladding, balconies, front doors, and windows);
- common parts of the building; and
- all doors to individual flats that open into common areas.

The act also includes responsibilities of tenants to keep buildings safe too.

### What next?

So that we can be sure that all of our affected buildings meet all of the requirements of the Act, we will be arranging for new fire risk assessments and undertaking checks of doors, windows etc next year. We want to make sure our buildings comply with regulations and keep you safe. We will keep those of you, who are affected, up to date with our activity plan.



## Tenancy Fraud



### What to do if you suspect fraud?

Tenancy fraud, for example, is when a tenant has a tenancy with us but lives somewhere else, sublet the home to another person (including family members). It also includes providing false information when applying for housing, or illegally applying to succeed a tenancy of someone who has died.

### Action we take against tenancy fraud

We will investigate all allegations of tenancy fraud, as it is very serious. Where we have sufficient evidence that fraud has taken place, we will take action. This action can include a criminal prosecution and/or a claim for possession of the property through civil courts.

### What can you do to help?

If you suspect someone is committing tenancy fraud please let us know by speaking to your Housing Officer, **call us on 01824 706000 or email [housing@denbighshire.gov.uk](mailto:housing@denbighshire.gov.uk)**

All reports will be treated in the strictest of confidence and you will remain anonymous to the reported party. You do not have to give us your contact details. However, if you would like us to contact you further regarding your report, please leave your name and contact number.

## Denbighshire Housing Tenant Awards 2021 Update

In our last newsletter, we updated you of our plans to postpone the 2020 Denbighshire Housing Tenant Awards until later in 2021. After much consideration of the ever-changing situation, we feel that it would be safer to postpone the awards until autumn 2022. However, that doesn't stop you from letting us know about all the great things that you, and people in your community have been up to.

We are hoping to launch next year's awards in spring 2022 and the categories will be:

### Young Tenant of the Year

Community Hero of the Year

Housing Resident/Community Group of the Year

Garden of the Year – Tenant

Garden of the Year - Community

### Tenant of the Year

Good Neighbour of the Year

Denbighshire Housing Customer Service of the Year

Community Project of the Year

Garden of the Year – Communal area

**So get your nominations ready!**



# Repairs, Maintenance and Essential Works Explained

We thought it would be useful to share with you our current recovery plan for repairs, maintenance, essential works and new builds during the current pandemic, COVID-19. Due to the current situation, and continued advice and guidance from the Welsh Government, our recovery response may change at short notice. The way we will do repairs will change, so we can follow social distancing measures where possible.

Thank you for your patience while we are getting this sorted. For more information visit [www.denbighshirehousing.co.uk/coronavirusupdate](http://www.denbighshirehousing.co.uk/coronavirusupdate) or contact us on **01824 706000**.



WE ARE HERE

## Lockdown Phase

**No non-essential repairs and works undertaken.**

- ✔ Emergency and urgent repairs only
- ✔ Work to void properties
- ✔ Gas fuel Servicing, including safety checks and boiler repairs
- ✔ External repairs

## Recovery Phase 1

**We are expecting a high demand and long delays while we respond to the backlog of works.**

- ✔ Emergency and urgent repairs – see website for more information
- ✔ Work to void properties
- ✔ Short duration routine repairs
- ✔ Aids and adaptations
- ✔ External works
- ✔ New build programme to resume
- ✔ Gas fuel Servicing, including safety checks and boiler repairs

## Recovery Phase 2

**We are expecting waiting times to reduce.**

- ✔ Emergency and urgent repairs
- ✔ Work to void properties
- ✔ Jobs with a duration up ½ day
- ✔ Aids and adaptations
- ✔ External works
- ✔ New build programme to resume
- ✔ Planned improvement programmes
- ✔ Gas fuel Servicing, including safety checks and boiler repairs
- ✔ All other fuel servicing including solid fuel and oil appliances

## Recovery Phase 3

**Business as usual will resume with new (normal) safety measures in place.**

- ✔ Full return to business
- ✔ Emergency and urgent repairs
- ✔ Work to void properties
- ✔ Non-essential routine repairs
- ✔ Aids and adaptations
- ✔ External works
- ✔ New build programme to resume
- ✔ Planned improvement programmes
- ✔ Gas fuel Servicing, including safety checks and boiler repairs
- ✔ All other fuel servicing including solid fuel and oil appliances

## How To Use Your Electric Central Heating

☎ 01824 706000  
 @ housing@denbighshire.gov.uk  
 @ www.denbighshirehousing.co.uk  
 📍 Tai Sir Ddinbych - Denbighshire Housing  
 @ DCCHousing



## Heating Booklets

Great news! We have been working on some heating booklets to help you use your heating systems more efficiently.

At the moment, we have created booklets for the following:

- Electric
- Gas/Oil
- Solid Fuel

Those of you who have one or two of these types of heating should have a heating booklet, along with a damp and condensation information sheet arrive soon.

Over the next year, we will be working on the remaining forms of heating booklets for your homes. Our aim is to help reduce your energy bills, as well as getting the most out of your heating to keep you warm this winter.

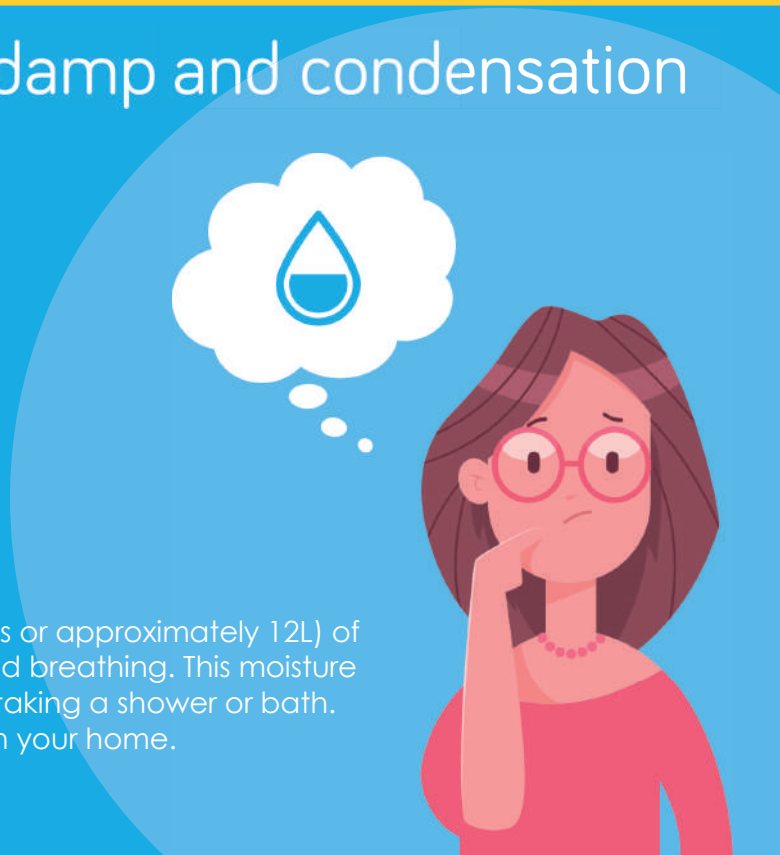
# Advice on dealing with damp and condensation

## What is damp and condensation?

Damp, condensation and mould growth in your home are the visible signs that the air in your home is too wet. When warm, moist air comes into contact with a cooler surface and you see water droplets, this is condensation. For example, when your windows steam up.

## Where does it come from?

The average family produces 20 pints (2,5 gallons or approximately 12L) of moisture every day through cooking, bathing and breathing. This moisture is increased when clothing is dried in the home, taking a shower or bath. The good news is you can reduce the moisture in your home.



## Whole Home - Keeping your home ventilated and warm is great at reducing condensation. Here are some tips to help:



If your home is warm, condensation is less likely.



Where you have vents in your windows and rooms, make sure they are open to help airflow.



Leave internal doors open so air can flow around your home.



Keep curtains open on sunny days to allow the warm air from the sun to circulate to other rooms. Close your curtains at night to help reduce heat escaping.



**Don't** use liquid paraffin or bottled gas room heaters.



Try to dry your clothes outside to prevent any excess moisture in your home.



Make sure your heating is the right temperature (**18-21 degrees**) to keep your rooms warm. Keep the heating on a low level for longer periods in cold weather.



Where you don't have vents, keep windows open for a short time each day.



Wipe all cold and moist surfaces with a dry cloth so they are dry.



Where possible, **don't** dry your clothes indoors on airers or on radiators. If you can't, put them in your bathroom with the heating on, the window open or extractor fan on and close the door.



**Don't** put furniture or beds directly against walls.



**Living Room** - This room can be where people spend most of their time, so condensation is common. Here are some tips to help:



Open your windows for a few minutes a day to encourage air flow.



Make sure your curtains aren't too close to the window, at least 15cm.



Keep your window and wall vents open.

**Bedrooms** - All bedrooms get condensation at times, empty rooms where the heating is turned off. Here are some tips to help:



Keep the window vents and windows open for a few minutes a day to encourage air flow.



Make sure your curtains aren't too close to the window, at least 15cm.



Switch on your central heating overnight.



**Don't** put your mattress directly on the floor.

**Bathroom** - This room always gets condensation because it is a moist room. Here are some tips to help:



Turn on your central heating so the room is warm.



Keep the bathroom door shut to stop moisture escaping.



Wipe all cold and moist surfaces with a dry cloth so they are dry.



Always use the extractor fan, turn it on when having a shower or bath and let it run until the condensation has cleared.



When running a bath run the cold tap first to reduce steam.

**Kitchen & Utility Rooms** - When you cook or do washing, it can make your room moist. Here are some tips to help:



Close doors and keep windows open.



Make sure the room is ventilated.



Always use the extractor fan when cooking, turn these on to clear the air, and leave them on when you've finished for about 5 mins.



If using a tumble dryer, make sure the vent goes outside.



Put lids on pans to stop steam escaping.



Keep the kitchen door shut to stop moisture escaping.

## Denbighshire Housing – online accessibility

**We hope you've managed to take a look at the website recently? It's a great place to find loads of information about your tenancy, how we look after your homes, local community, support etc.**

It's really important to us that our website is accessible to everyone. Making sure our content and design is clear and simple to use and understand. At least 1 in 5 people in the UK have a long-term illness, impairment or disability. Many more have a temporary disability.

In September 2018, the Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 came into force. This means that our website must be more accessible by making it 'perceivable, operable, understandable and robust'. We also need to have an accessibility statement.

During the autumn, we had our website audited to see if we were still providing an accessible website for you. Over the next few months, you may see some subtle changes to the website to support recommendations suggested by the audit. The website can only get better for everyone!

As well as our website, we are also changing the way we use social media. It isn't all about us, it's about you, our tenants.

We would encourage you to follow our Facebook @DenbighshireHousing and Twitter @DenbighshireHou pages to find out what we're up to, but to also share with us what you're up to and what is important to you.



## Did you know...?

**Denbighshire Housing is here to help and is committed to helping with the transition to Universal Credit.**

We can provide assistance and advice with the following:



Digital Support and getting online



Budgeting support & managing your money



Applying for Council Tax Reduction



Arrears management and managing your tenancy



Information on organisations that can provide low cost IT equipment for use at home



Debt management



Applying for Free School Meals



In some instances, with your consent, we may refer you to other providers for assistance.

**For more information you can contact the housing team on 01824 706000.**



# Wildflower Meadows

Over the past few years, we have been establishing wildflower areas on our estates. These spaces add colour and provide pollen and habitats for all kinds of insects. We thought you might like to see a couple of photos taken over the summer.



We use perennial seed mixes so that the flowering period is longer and we use a mix, which has varieties found in Denbighshire. If you have any pictures you'd like to share from these and other wildflower areas over the summer, message us on Facebook @ DenbighshireHousing. We'd love to see them.



# Pengwern Community Orchard

Pengwern community orchard is part of a larger estate improvement, which will provide residents with good quality open space and improve biodiversity. Denbighshire Housing and Friends of Pengwern are keen to link the estate to the wider natural environment, by creating physical links to the woodland and provide learning opportunities for the local community.

The orchard is planted with Welsh heritage fruit trees, which were donated to us by the outgoing Mayor to the area. It will also include wildflower meadows, spring flowering bulbs, a path and seating. The trees were planted early this year; the other parts of the project will be completed over the next couple of months. Volunteers will do the planting as part of the Nature for Health project, which we have been running on

the estate for a number of years. We run this project in conjunction with Countryside Services and Friends of Pengwern. Hopefully we'll be able to share some pictures as the project grows.



# Domestic & Alcohol Abuse

Tackling domestic abuse has been identified as a key priority in the Council's Corporate Plan.

**Domestic Abuse Myth**

“Domestic abuse is a 'crime of passion', a momentary loss of control.”

**Domestic Abuse Fact**

**They are very much in control.** Abusers are usually selective about when they hit their partner, for example in private or when the children are asleep. They choose not to mark their face or other parts of the body which show. They never “lose their temper” with other people. Many abuse their partners emotionally and psychologically, without ever using physical violence.

If you or someone you know is affected by Domestic Abuse or Violence, please call the Live Fear Free 24/7 helpline - 0808 80 10 800 or visit [www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)

Here is a statement from Councillor Mark Young, who is the Cabinet Lead Member for Planning, Public Protection, Safer Communities and Domestic Abuse.

“Ending domestic abuse is so important to us as a Council, that we have made it one of our priorities in our Corporate Plan.

“Violence against men and women affects all of us and it is more important than ever to tackle it and as such, the Council is developing a county-wide approach to reducing domestic abuse against women and men as part of its Corporate Plan as well as supporting the North Wales strategy to tackle all aspects of violence against women, domestic abuse and sexual violence.

“Work is now under way to raise awareness of domestic abuse with staff and service users; providing training and development for staff to recognise the signs of domestic abuse and support for children affected by domestic abuse.

“This project is expected to continue as we aim to contribute to the reduction of domestic abuse across the county. So look out for our messages on social media. We also have lots of useful advice on our website along with links to other organisations who are there to help you.

“In Denbighshire, we know that during the current pandemic that the figures have risen sharply.

“Can I just end by saying to anyone out there, you may not even be aware that you're the victim of domestic abuse – it doesn't always manifest itself in a bruise. Please don't suffer in silence – there are people out there who can help you. If you need help, please ring the Live Fear Free Helpline on 0808 8010 800 7 days a week, for free advice and support or to talk through your options, or of course, if you are in immediate danger, you can ring North Wales Police on 999.”

**Domestic Abuse Myth**

“Domestic abuse only happens to women and it's always carried out by men”

**Domestic Abuse Fact**

Domestic abuse can happen to anyone, regardless of gender. Abusers can also be any gender.

Statistics show that in the UK, 1 in 4 women and 1 in 6 men will be affected by domestic abuse in their lifetime.

If you or someone you know is affected by Domestic Abuse or Violence, please call the Live Fear Free 24/7 helpline - 0808 80 10 800 or visit [www.gov.wales/live-fear-free](http://www.gov.wales/live-fear-free)

**YOU ARE NOT ALONE.**

**#MakeThePromise**

**#NoExcuseForAbuse**





# Alcohol Abuse and Domestic Violence

**When you look at alcohol abuse and domestic abuse, it is easy to see that there are connections between the two behaviours.**

Often the violence in the home is accompanied by excessive drinking of alcohol over a long period. While the drinking is not usually the cause of the violence, it can make the situation more volatile, increasing the severity and frequency of the abusive episodes.

While drinking can make the violence worse, it may also become an escape for the abused person, which in turn escalates the cycle of domestic abuse even further. This violence can affect any children exposed to the situation in many negative ways.

Alcohol abuse combined with domestic abuse often results in increased injury to the battered spouse, and everyday drinking is one of the leading risk factors for domestic abuse.

If you or someone you know is experiencing domestic abuse, you can go ring the Live Fear Free Helpline on **0808 8010 800**

Anyone in immediate danger should call **999**.

**#LiveFearFree #Youarenotalone**

You can also visit the Alcoholics Anonymous website for help and also find your nearest group.

<https://www.alcoholics-anonymous.org.uk/Home>

## Our Pledge:

Domestic abuse is one of the biggest issues we face. In 2019, Denbighshire Housing made a pledge in support of people experiencing domestic abuse. A large proportion of domestic abuse goes unreported, but studies suggest millions of people are affected every year. Tragically, two women are killed every week by their partner or ex-partner.

Our pledge is focused on four commitments that we are agreeing to make to provide support for people experiencing domestic abuse. These include:

- Putting in place and embedding a policy to support our tenants who are affected by domestic abuse.

- Making information about national and local domestic abuse support available on our website and other relevant places, so it is easily accessible.
- Amending or putting in place an HR policy, to support staff who may be experiencing domestic abuse.
- Appointing a champion, at a senior level, to own the activity of what we are doing to support people experiencing domestic abuse.

For more information about our pledge, please visit <http://www.cih.org/makeastand>

## Useful helplines:

The National Domestic Violence Helpline is a free, confidential helpline run by Women's Aid and Refuge for anyone experiencing domestic abuse and it is available 24 hours a day, seven days a week. You can contact them on **0808 2000 247** or visit [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)

Women's Aid provides a range of information and support on domestic abuse, including support for people experiencing domestic abuse, and people who are concerned that others may be. You can contact them on **0808 80 10 800** or visit <https://www.welshomensaid.org.uk>



## Community Development Update

### Working Together for the future of Pengwern community

Over the summer, a series of community activities were delivered to increase resident's engagement and improve community wellbeing. Activities were delivered in partnership between the Pengwern Hub, South Denbighshire Community Partnership, Denbighshire Community Housing, Active play, Active Communities, Youth Service, Grwp Cynefin, CAD and other local organisations.

The Pengwern Hub enabled 80 Adults and 205 children to access activities in Llangollen

Examples of Activities/ services made available for residents included:

- Bike workshops
- Active play and sport sessions
- Family Foraging
- Knit & Natter
- Macrame workshop
- Nature & Wildlife workshop

- School Uniform pop-up session
- Family story telling
- Citizens Advice Attend anywhere support drop in sessions

179 Children's free snack packs were distributed during the school holidays, thanks to donations from local companies.

Feedback collected from residents identified that the activities increased access for residents and helped them feel more connected with their community. The Pengwern Coordinator is now planning future collaborative activities for the coming months, to include working with schools to be involved in a logo design competition for the Pengwern Community Hub, and events for Halloween and Christmas.

We are currently going through the planning process please keep an eye on social media for updates.





## Pengwern Resident -

"We attended a foraging and bread making event in the woods. It was fantastic to explore local woods and really appreciate assets we have on the doorstep. It was also lovely to meet neighbours we haven't met before. The staff were knowledgeable and had so much patience with all of the mixed ages and abilities during the session & the bonus was a campfire bread we made to eat together.

We attended a multi-sport event at Pengwern park, my son loved the variety of sports and the mix of children who he wouldn't have a chance to meet as he is in another school. The staff were wonderful and remembered his name from one we had attended before. We were given a snack pack to leave with and this was a great addition"

Every Monday 10am-12noon the centre will be open for people to access the drop in Citizens Advice support on the attend anywhere virtual platform.

**If you would like to find out further information of how to access or to arrange an appointment to please contact**

**office@sdcpc.org or Telephone 01490 266004**

**where a friendly member of the team will be on hand to assist.**





## Our guide to the Urdd Eisteddfod in Denbighshire 2022!

Fantastic news!! The Urdd Eisteddfod is coming back to Denbighshire in 2022! This is one of Europe's largest, youth touring festivals, which attracts around 90,000 visitors a year.

Leader of Denbighshire County Council, Councillor Hugh Evans OBE, said: " There has been a great deal of enthusiasm in the county for hosting the Eisteddfod, with communities working hard, hosting fund-raising activities and raising thousands of pounds towards the cost of staging the event."

"We fully understand why the event was cancelled in 2020, but the announcement that it will be coming back in 2022 will certainly reinvigorate people's enthusiasm again!"

### When & where is the Urdd Eisteddfod taking place in Denbighshire?

- When - May ½ term (30 May – 4 June 2022).
- Where - On land around the Kilford Farm, on the outskirts of Denbigh, towards Llandrynog.

### What is the Urdd Eisteddfod?

The Eisteddfod is a competitive festival with over 15,000 children and young people under the age of 25, competing during the week in Denbigh, in various competitions such as singing, dancing and performing, all through the medium of Welsh.

In the run up to the festival week, regional competitions take place across Wales, with over 40,000 children competing to represent their county in May's event.

### What if I don't speak Welsh, can I still go and enjoy the festival?

This festival is for the whole family to enjoy, whatever language you speak. The festival prides itself on being inclusive, offering a fully bilingual programme, information, signage and activities throughout the week.

A large proportion of visitors don't speak Welsh, or are looking to learn Welsh and they event can help with that. They have loads of activities during the festival, aimed at all ages and language is no barrier. They offer simultaneous translation, free of charge, in the Pavilion, so everyone can enjoy the festivities.

More information about this can be found on their website.

### Key words you'll hear about the Urdd Eisteddfod:

**The Maes:** This is the name for the festival field, where you will find hundreds of colourful stalls, offering a range of Welsh language activities for families, including:

- Biking
- Climbing
- Sport sessions
- Fun fair
- Live bands
- Children's shows
- A chance to meet well known, Welsh, TV characters



**Pavilion:** This is where the competitions, throughout the week, take place. It is a 1,800 seated, pop up, theatre that sits at the heart of The Maes.

### Celebrating 100 years of the Urdd

As well as the Urdd Eisteddfod returning to Denbighshire in 2022, Urdd Gobaith Cymru are also celebrating 100 years since it was established by Syr Ifan ab Owen Edwards back in 1922. 2022 will be an exciting year for the Urdd and the Eisteddfod in Denbighshire will be bigger and better than ever.

**We can't wait for the Urdd Eisteddfod 2022! For more information about the Denbighshire Urdd Eisteddfod, visit <https://www.urdd.cymru/en/eisteddfod/20221/>**

