

# Skyline

Winter 2023

for tenants of South Kesteven





**SOUTH  
KESTEVEN  
DISTRICT  
COUNCIL**

## Welcome

Here is the latest issue of Skyline, packed full of news and updates from South Kesteven District Council.

If you have any feedback about the magazine or any content you would like to see in future issues please get in touch.

For even faster news and updates why not follow us on social media? We're on all the popular platforms, including X and Facebook.



### General enquiries

☎ 01476 40 60 80

### Council offices

**Grantham (head office)**  
The Picture House, St Catherine's Road, Grantham NG31 6TT.

🌐 [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)



# Your tenant update

As part of SKDC's commitment to its responsibilities as a social landlord, a Housing Overview and Scrutiny Committee has been established to concentrate solely on what is a vital service area.

Scrutiny has a "watchdog" role and aims to improve performance by monitoring, questioning and making recommendations on the way that services are provided, decisions are taken and policies are implemented.

A scrutiny committee dedicated to Housing can only help us on the path of continuous improvement.

The provision of Council housing is essential in helping to ensure everyone has access to a home and is one of the key services offered by SKDC.

Three years ago it was recognised that our Housing service was falling short in some areas and it was clear that changes had to be made in order to meet the Home Standard set by the Regulator of Social Housing.

The Council did, in fact, refer itself to the Regulator and after being placed under a Regulatory Notice set out on a journey of improvement.

We are delighted that the work of

our dedicated Housing team has paid off and the Notice has been lifted.

Despite this, please rest assured that we have no intention of letting things slip and will strive to ensure the service we provide gets better and better.

More information about this journey of improvement is on Page 3.

Elsewhere in this Winter 2023 edition of Skyline we feature our annual report full of facts and figures about our role as your landlord. You can find this on Pages 11-14.

For those of you who love gardening there are prizes to be won in our Garden Competition and you can also nominate good neighbours for the role they play in your community (Page 10).

We also have winter weather advice (page 7), information on why it's important you allow us access to carry out work in your home (Page 6) and lots of useful contact numbers on the back page.

*With our best wishes  
for the festive season*



**Cllr Phil Dilks**  
Cabinet Member for  
Housing and Planning



**Karen Bradford**  
Chief Executive

# Housing service given all-clear by Regulator



A new approach and improved ways of working have resulted in South Kesteven District Council's social housing service being judged as compliant with standards set by the Regulator for Social Housing.

In 2020 the Council commissioned an audit that identified key areas of work required to meet the Regulator's Home Standard. Based on the findings the Chief Executive self-referred the Council to the Regulator.

To support the improvement process, the Council implemented a comprehensive action plan to tackle areas of concern, which related mainly to inspection and certification processes and awareness of the overall condition of its housing stock.

The Council also strengthened its senior housing team and

reformed the process for compliancy with the Home Standard to ensure important safety checks are carried out.

Cabinet Member for Housing and Planning, Cllr Phil Dilks, said: "We are pleased that the Housing Regulator has confirmed we are now better-run and providing services that meet the needs and expectations of those who rely on help and support from the Council.

"Our work towards delivering a much-improved housing service continues and this news is a big step towards achieving that. We now look to a future of progress in all areas and must thank our tenants for their patience and co-operation during this process.

"I would also like to take this opportunity to publicly thank our staff for pulling together to do everything they could to turn things around so effectively.

"Recognition must also go to our contractors for their contribution to this work. The result of this is that everyone's input to make sure our tenants, their homes and our estates, are looked after properly now has official recognition from the Regulator."

The Chief Executive of SKDC, Karen Bradford, said: "The well-being and safety of our tenants is one of our fundamental priorities and this development is welcome news.

"It is clear that we have come a long way but, while the decision to remove the Regulatory Notice issued in February 2021 shows we are in a stronger position, I am under no illusions that there are still improvements to be made.

"We are determined to maintain this upward trajectory in order to meet our ambition to provide safe, secure, and affordable homes to the people who really need them."

The Regulatory Notice was applied following a self-referral to the Regulator made by the Chief Executive in February 2021. A lack of trust in the Housing function across all senior managers and elected members of the Council was identified, which resulted in a complete refresh of the Senior Housing Management Team.

The auditor outlined key areas where the Council needed to improve processes and record keeping to meet the necessary standards. SKDC developed a detailed action plan to address these findings.

Areas for improvement included:

- Inspection processes for gas and electrical certificates
- Record keeping, servicing, and processes on fire safety
- Record keeping and tracking of water inspections
- Management of the recording of asbestos
- Data collection to show how targets set by the Regulator were being met

The Chief Executive and senior housing officers met monthly with officers of the Regulator of Social Housing to provide performance statistics and updated improvement plans for the key compliance areas.

# Have your say: Complaints, compliments and comments



**S**KDC is committed to delivering an excellent quality of service to tenants across 6,000 homes in South Kesteven.

To ensure we are meeting tenant expectations, we want to hear what you think of us – whether you were really pleased with your experience, felt we could have done better or simply want to share your thoughts.

If you have recently had a repair carried out, or spoken to one of our Housing Team, you may receive a text message asking for feedback on the service you received.

Please respond with your feedback as it helps ensure we get things right. You will be asked to give a satisfaction score and leave a comment, if you wish. This is just one of the ways we assess how well we are doing.

From feedback collected between April 2023 and September 2023, when we received more than 380 responses, we know that we are mostly doing things right but acknowledge that the service we deliver occasionally falls short of

tenants' expectations. It's important that we know how and where we can improve so that we can continue to deliver high-quality services that meet the needs of all.

If you are not satisfied with the service you have received, please let us know by logging a complaint or sharing your feedback.

All complaints are logged and dealt with through our Housing Feedback policy – you can find a copy of this by visiting our website: <https://tinyurl.com/skhousingcomment>.

If you feel your complaint has not been dealt with satisfactorily there is the option of taking it to the Housing Ombudsman who can look into it.

The Ombudsman will usually expect the Council's complaints process to have been followed before they are involved.

More information is available at [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk) or by contacting the Ombudsman via email at [info@housing-ombudsman.org.uk](mailto:info@housing-ombudsman.org.uk) or calling **0300 111 3000**.

**If you wish to make a complaint, you can do so by contacting us in a number of ways:**

- ✉ Email: [customerservices@southkesteven.gov.uk](mailto:customerservices@southkesteven.gov.uk)
- 💻 Report your issue online using the SKDC website
- ☎ Call us on: 01476 406080
- ✉ Write to us at:  
South Kesteven District Council  
The Picture House  
St Catherine's Road  
Grantham  
Lincolnshire  
NG31 6TT
- ☺ Talk to a member of the Housing team
- 👍 Contact your local councillor

## Complaints procedure for Council tenants





# Court order clamps down on anti-social behaviour

**C**ourt action to protect a vulnerable tenant at a South Kesteven District Council property has resulted in a Partial Closure Order to restrict who can visit there in future.

It comes after anti-social behaviour by visitors to the house in Grantham, where the tenant was being put at risk.

The court decision means that if named individuals are discovered or reported to be at the property, Lincolnshire Police now have the power of arrest and can pursue them through the criminal process.

Cabinet Member for Housing and Planning, Cllr Phil Dilks, said: "Our Housing team, working closely with our Neighbourhoods team and the police, has done an incredible amount of work to ensure the success of this Partial Closure Order.

"We worked closely with the tenant so that they understood that this was to protect them and to disrupt potential exploitation.

"SKDC staff will continue working with a range of partner agencies and the police to support this tenant.

"The legal action and ongoing work by our Housing team has been welcomed by people living nearby who have been impacted



*The public should be confident in reporting issues to SKDC or the police, knowing that they will be heard*

***Cllr Phil Dilks  
Cabinet Member for  
Housing and Planning***

by the activities at the property. As a responsible landlord SKDC has a duty to support all our tenants to deal with issues that can arise.

"The public should be confident in reporting issues to SKDC or the police, knowing that will be heard and that we will take robust and appropriate action to achieve results that improve our local communities."

The Partial Closure Order is in place until February 9th 2024 and was executed jointly with the police, when the property was made secure.

A copy of the Partial Closure Order is displayed outside the property and anyone breaching it could be arrested and, if found guilty, face a punishment of up to 51 weeks in prison and/or an unlimited fine.



# Lettings system changes offer greater choice

South Kesteven District Council's new choice-based lettings system is now up and running, giving housing register applicants more choice and control over the allocation process.

SK Home Choice places resident choice at the heart of the lettings process and provides those in the greatest need the opportunity to be active in searching for and bidding for properties they would consider.

One of the aims is to reduce refusal rates, minimise the time that available properties are empty, and increase transparency around housing stock, leading to fewer empty properties overall.

In conjunction with SK Home Choice, the Council also has a new allocations policy, simplifying the previous process with a strong focus on providing social housing for those who are most in need.

Now, instead of applicants being placed into one of six bands ranging from Emergency Band – the highest housing need – to Band 5, for those with the lowest need, there are now four bands simply named 1 to 4.



Properties will continue to be allocated to those in most need, or who are best suited to them

**Cllr Phil Dilks**  
*Cabinet Member for Housing and Planning*

Councillor Phil Dilks, SKDC Cabinet Member for Housing and Planning, said: "Adopting SK Home Choice will help us re-let properties more quickly when they become vacant.

"While new for us, it's based on a system that has been widely used across the country for a number of years, so I'm delighted South Kesteven has finally caught up the modern way of letting homes which gives applicants more choice.

"Properties will continue to be allocated to those in most need, or who are best suited to them, but applicants are now more involved in the process and better able to make

informed choices about where they wish to live.

"There is a clear benefit to all parties through this approach and I am sure our customers will feel empowered when they need to seek social housing through SKDC."

Customers create an online account via [www.skhomechoice.org.uk](http://www.skhomechoice.org.uk), which is accessible at any time. Through this, they can see the properties advertised, see where they would be on the shortlist if a bid is made, see existing bids on properties and know the outcome of an allocation.

As part of this process, the Council has sought to validate its housing register by inviting all applicants to reapply. Anyone who has not yet reapplied but still wishes to be considered for a Council-owned property should submit their application online or contact the Council without delay.

Vulnerable applicants or those who struggle to use online services can be assisted by the Housing team, if required, by calling the dedicated helpline number on **01476 406437**.

# Damp and mould: how to help protect your home this winter

With cold and wet weather more likely at this time of year, signs of damp and mould may appear in homes.

Not only does the presence of damp and mould impact the living environment, it can also be harmful to health so it is important that the cause is identified and resolved.

It's not always easy to find the cause of damp because there are several different types. Rising, penetrating and construction damp affect the fabric of a property. This could be due to a leaking roof or downpipe.

SKDC inspects all of its social housing properties where an issue has been identified. There are dedicated resources available to conduct inspections and remedial

work to properties affected by damp and mould. Some damp is also caused by condensation which occurs when a property can't deal with increased moisture levels.

This is usually a result of a lack of insulation, ventilation and heating.

When warm moist air hits a cold surface, such as a window or external wall, it condenses and runs down the surface as water droplets.

If let, this can develop into black mould which not only damages belongings but can also cause health problems.

During cold weather, condensation becomes a problem in many homes as people begin to dry clothes indoors and close windows to keep the heat in.

Drying clothes indoors is a major cause of excess moisture in the

air and this can lead to damp. In this instance, it is important to open windows to allow moisture to escape and air to flow through the room.

Reducing the amount of moisture given off by covering saucepans whilst cooking, wiping down windows and sills if condensation appears on them and keeping the home warm are all easy ways to cut down on condensation.

As a responsible landlord, one of SKDC's roles is to make tenants aware of action they can take to help reduce condensation and the potential for mould in their homes.

More information is available online about how to reduce condensation in the home: <https://tinyurl.com/skdamp>.



# Council takes action to boost housing stock

Up to 65 new homes for local residents on South Kesteven District Council's housing register will be provided through a variety of sources, including new build and buying existing houses which meet the needs of residents.

A £5.5m Housing Development Investment Fund for strategic acquisitions in 2023-24 will meet the cost of projects already under way in Grantham and Stamford.

Cabinet Member for Housing and Planning, Cllr Phil Dilks, said: "It is really important that that SKDC has a continual housing growth strategy with a range of options available for us to mitigate the loss of council homes being sold under Right to Buy legislation and, where possible, add to our 5,865-strong social housing stock.

"We lose an average of 50 homes a year under Right to Buy legislation and need to adopt innovative ways of mitigating this reduction and where possible increasing our stock so we can offer homes to those who need them most.

"That's why we are promoting a hybrid approach: acquiring properties directly from developers, starting our own new build projects – and acquiring former Right to Buy properties that specifically meet the District's housing needs.

Schemes under consideration for land already owned by the Council include disused parking areas and former garage sites.

The Council has a new-build pipeline for delivery of more housing:

- 20 homes at Swinegate, Grantham: building work just started
- Four units at Elizabeth Road, Stamford: work about to begin
- Planning permission in place for 21 homes at Larch Close, Grantham, work due to start June 2024

Three further schemes are at the planning stage:

- 14 (expected) homes at Wellington Way, Market Deeping, starting 2025
- Number tbc, former garage sites in Stamford, 2025-6
- Four homes (expected) Gorse Rise, Grantham, commencing 2025-6



Breaking the ground at the Swinegate development. Pictured are, left to right, Matthew Jones (Lindum Group Framework Manager), Steve Angus (Lindum Commercial Director), Richard Wyles (SKDC Deputy Chief Executive), Cllr Phil Dilks (SKDC Cabinet Member), Cllr Matthew Bailey (SKDC Ward Member), Suniel Pillai (SKDC New Build Project Officer), John Ginnelly (Contract Manager), Owen Cheshire (Scape).



An artist's impression of the Swinegate development



An artist's impression of the Elizabeth Road development





## £1m boost to help Council move quickly in property market

An extra £1m has been made available to help South Kesteven District Council buy more homes for those in most need of somewhere to live.

It will pave the way for SKDC to act quickly when opportunities to buy affordable housing arise – offering a ready-made solution instead of building from scratch to help the supply of new houses in the District.

Progress on new-build developments of 20 homes at Swinegate in Grantham and four in Elizabeth Road, Stamford, means the money needs to be moved from a budget reserve into the Capital Programme for Housing Development Investment.

The Cabinet Member for Housing and Planning, Cllr Phil Dilks, said: “The Council is now receiving approaches from some larger development schemes to acquire the affordable units when some registered housing providers are unable to secure funding.

“This money will allow us to respond swiftly to opportunities on the open market where appropriate and where they offer good value for money.

“The Council has a clear commitment in its Corporate Plan to provide housing that meets the needs of all residents. This transfer from our reserves will reduce the risk of us not being able to secure property quickly to bolster the housing stock.

“Real progress is being made towards our ambition of creating a flow of new housing so that we can provide more housing for those people who need it most.”

## New look and feel to SKDC website

A new-look website has been launched to make it easier to interact with the Council. The site has been redesigned to improve the experience for residents, businesses and visitors who need to contact the Council, access services, pay bills or find the information they’re looking for.

It has been designed with input from partner company, BigBlueDoor, with all users in mind and it adapts to whatever device is being used – PC, laptop, tablet or smartphone.

It comes complete with updated accessibility standards for people with visual, hearing or screen reading impairments.

As well as a fresh look and feel, other features include:

- More streamlined content with fast access to all services
- Better site structure with simplified and clear navigation
- Most-used services featured first
- Best web practice with accessible designs
- Accessibility and translation tools

Council Leader Cllr Richard Cleaver said: “We know that many people want access to council services online – there have been more than 4.5 million visits to our website in the past 12 months.

“The new website is designed so that our customers have the best experience finding and using our services online.

“It is the go-to place for information about all of the Council’s core services including, waste and recycling, housing, planning and Council Tax and benefits.”



For general enquiries:  
[www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)



For housing enquiries:  
[www.southkesteven.gov.uk/housing](http://www.southkesteven.gov.uk/housing)



# WIN

## Be a good neighbour – and win a prize

There are those tenants who go the extra mile to help their neighbours or serve their community and our Good Neighbour/Community Champions Awards are designed to recognise the contributions they make.

They could be someone who does the shopping for their neighbour, makes regular checks on how they are, or keeps their neighbourhood tidy, is involved in a community project, or is part of a community group that helps other tenants.

A lot of this work often goes unseen so if you know an individual or a group that deserves to be recognised for helping others, let us know.

Recommendations can be made to [HousingFB@southkesteven.gov.uk](mailto:HousingFB@southkesteven.gov.uk) or in writing to:

**South Kesteven District Council**  
The Picture House  
St Catherine's Road  
Grantham  
Lincolnshire  
NG31 6TT.



## How does your garden grow?

Before the pandemic struck, some of you may recall the Annual Garden Competition and Good Neighbour Awards we ran.

Both highlighted the great work done by tenants to help themselves, help each other and protect their neighbourhoods.

We want to get these up and running again and so in 2024 will be looking for tenants who should be recognised for their skill in the garden and community contribution.

The Garden Competition will be open to all tenants, whether you live in a house, bungalow, flat or sheltered housing. There will be four categories:

- Best individual garden
- Best shared or communal garden
- Best container, balcony or hanging basket display
- Best flower bed or themed display.

Prizes will be awarded to the winners in each category and there will be a special prize for the overall best entrant.

There is plenty of time to prepare as we will be asking for photographic entries in June 2024 to be sent to [HousingFB@southkesteven.gov.uk](mailto:HousingFB@southkesteven.gov.uk) and we will shortlist those we want to visit for judging ahead of the final decision.

# Annual report 2022/23

Welcome to the Housing Services annual report for 2022/23 which offers an insight into the work we do. South Kesteven District Council aspires to provide high quality homes and services to those who rent property from the Council.

## HOME STANDARD

This standard is all about ensuring you have a decent home and a good repairs service that meets your needs and maintains the quality of your home.

**5,871**

SKDC properties  
as of  
March 2023



**0.5%** of properties  
are bedsits



**25%**

of properties  
are bungalows



**22%**

of properties  
are flats



**52%**

of properties  
are houses



SKDC stock consists of:

**13%**  
1 bedroom  
properties

**43%**  
2 bedroom  
properties

**41%**  
3 bedroom  
properties

**2%**  
4+ bedroom  
properties

There were

**64**

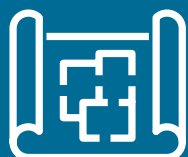
Right to Buy  
applications  
in 2022/23



SKDC completed

**42**

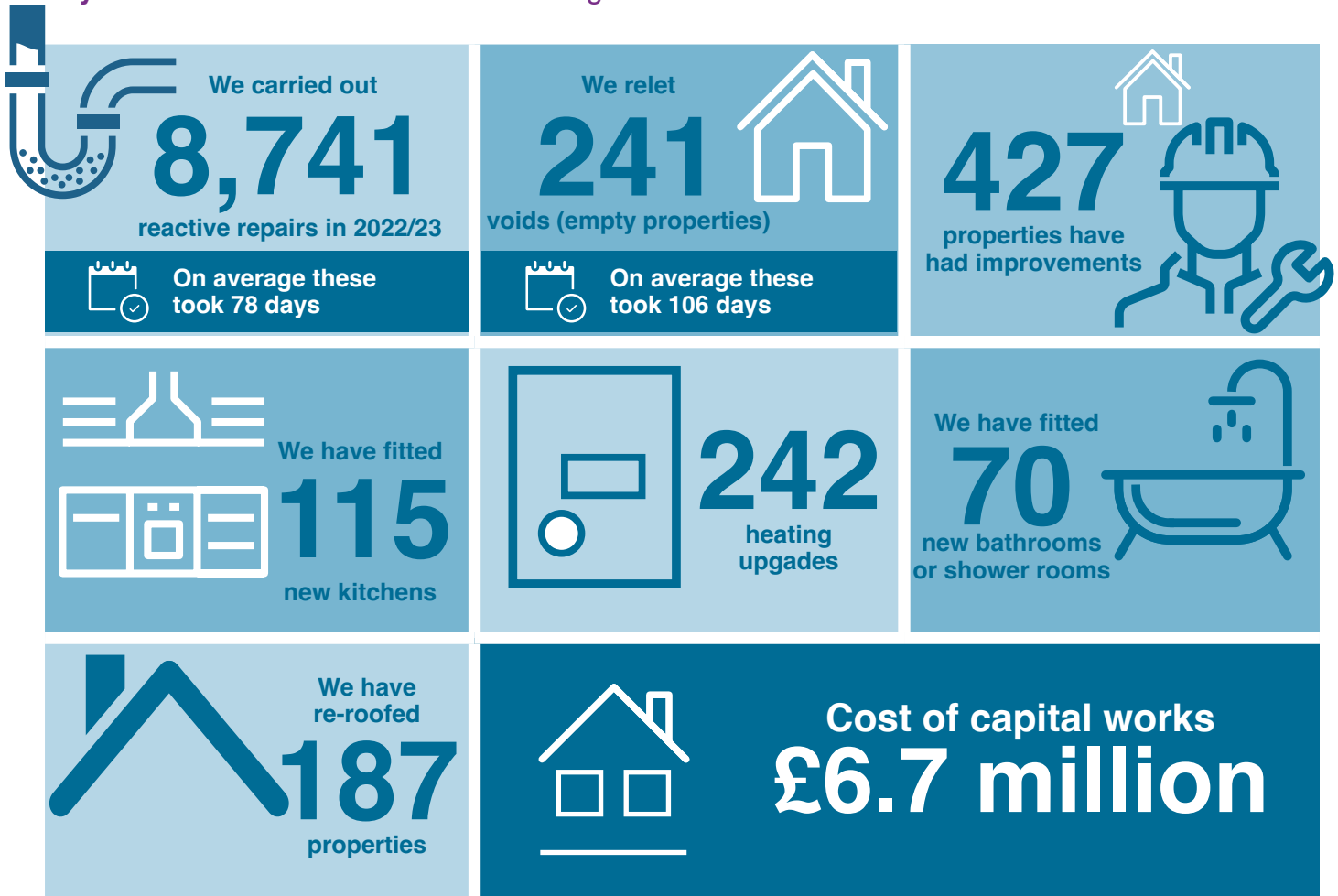
Right to Buys  
in 2022/23



We built

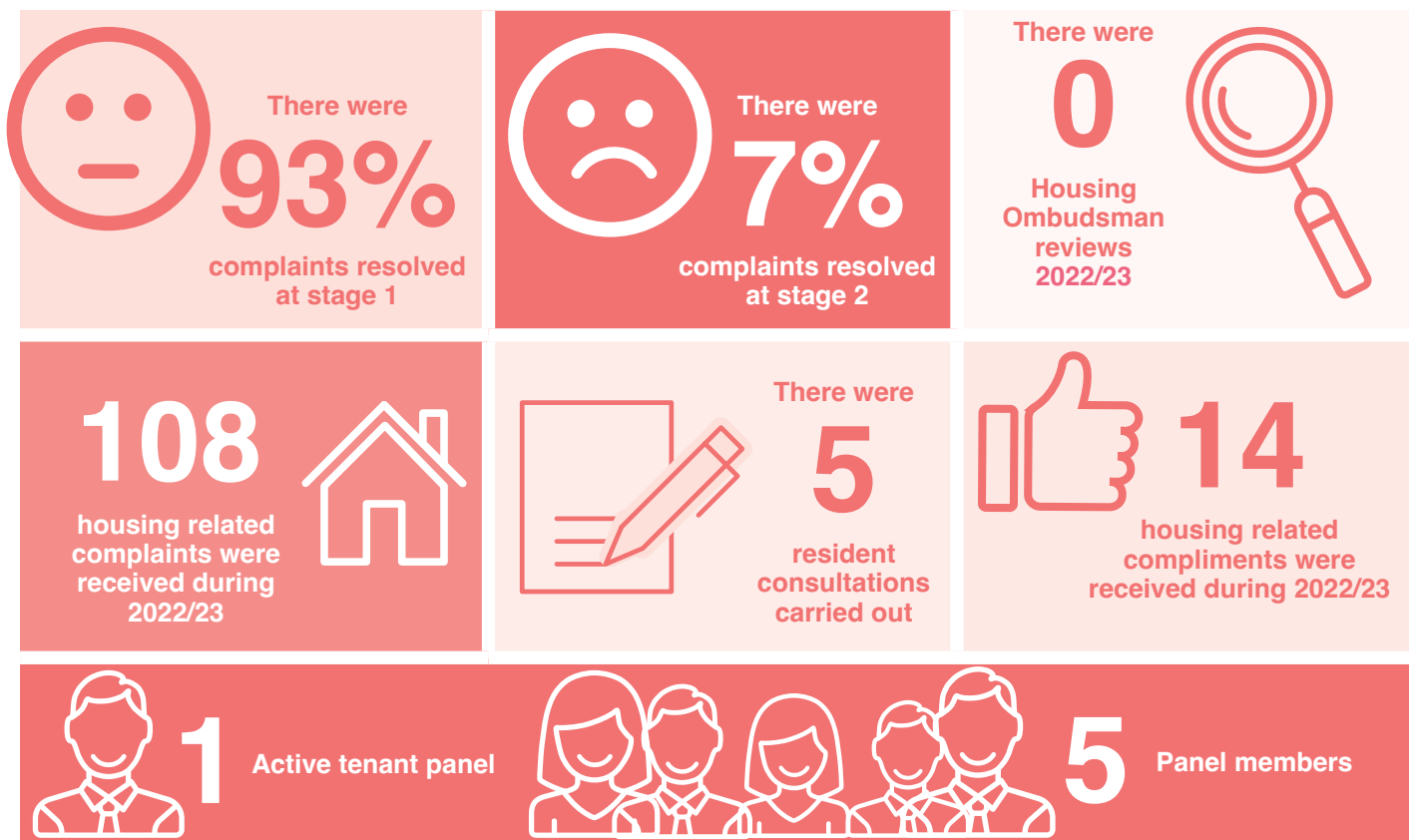
**12**

new council  
homes in 2022/23



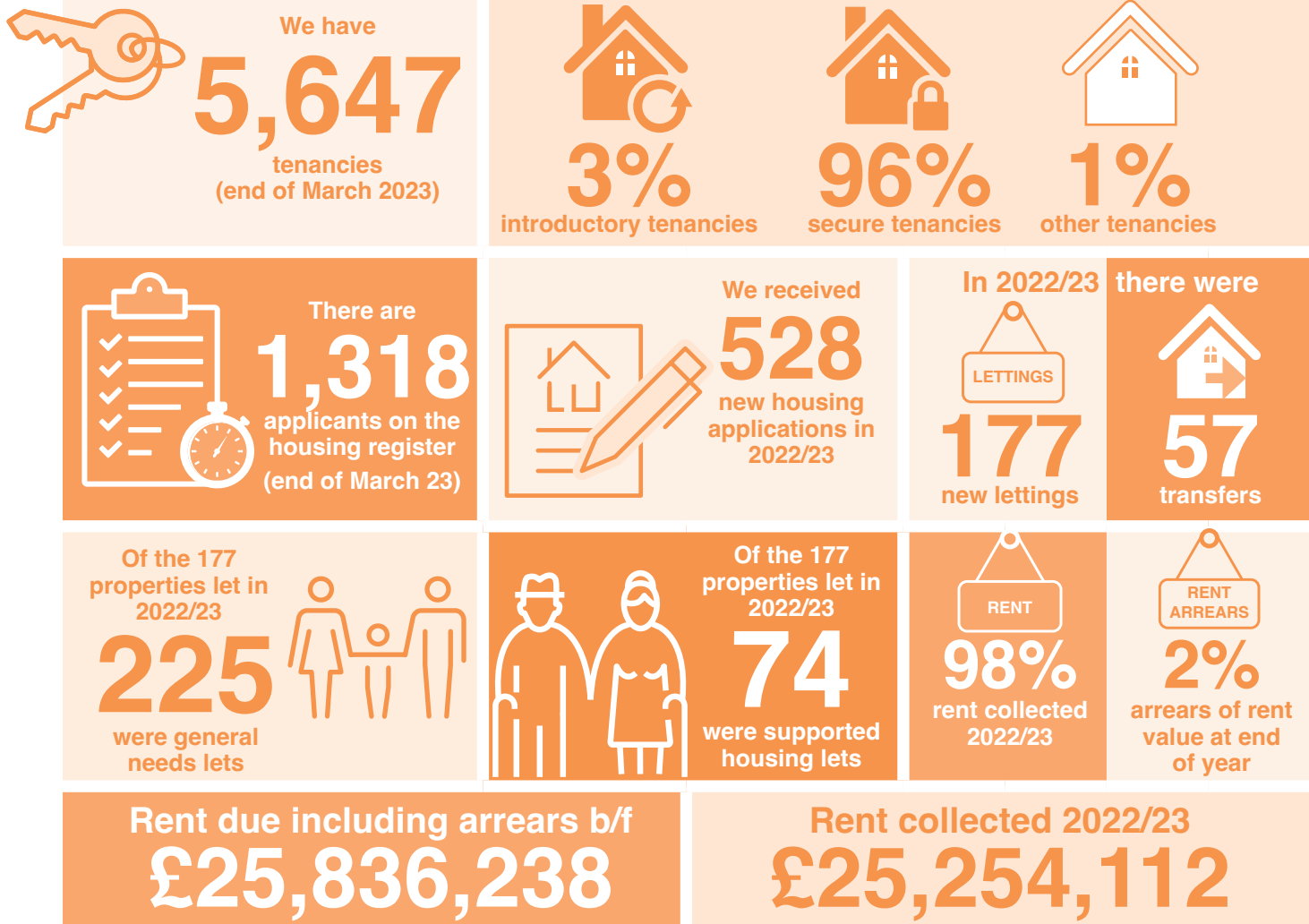
### TENANT INVOLVEMENT AND EMPOWERMENT STANDARD

This standard is all about the information, communication and choice provided by the Housing Service and what you can do if you're not satisfied with the service provided.



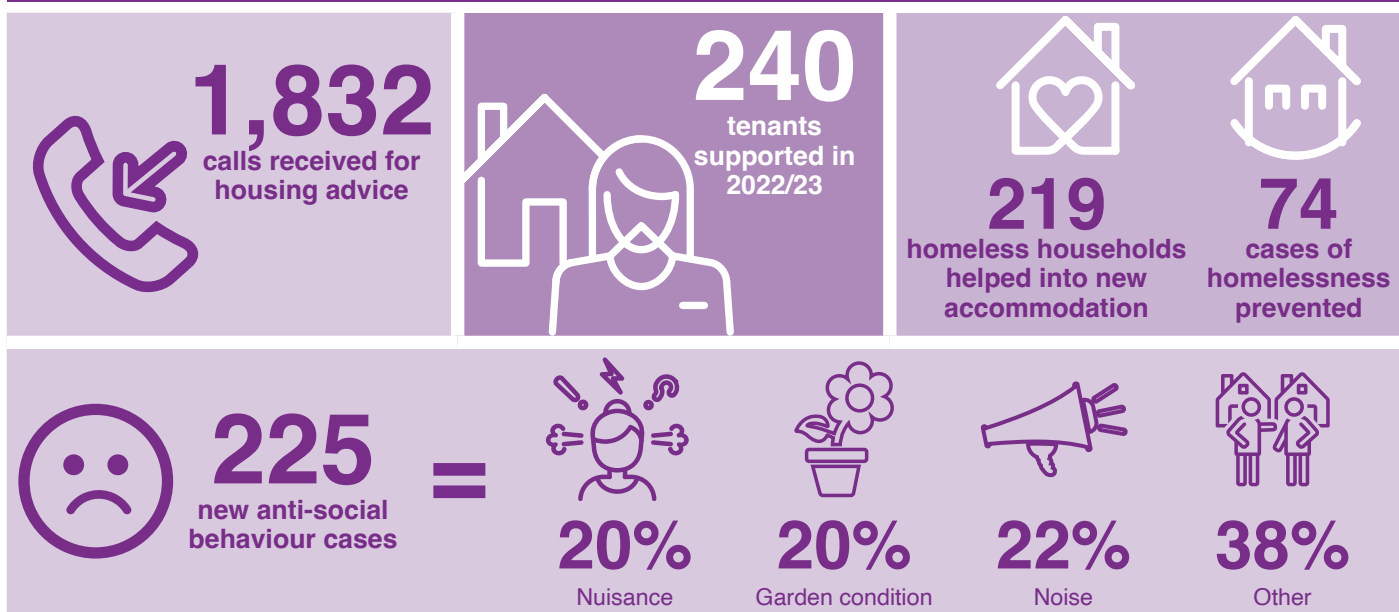
## TENANCY STANDARD

This standard is all about how council houses are allocated and ensuring that tenants have the information and support they need to maintain their tenancy.



## NEIGHBOURHOODS AND COMMUNITY STANDARD

This standard is about keeping neighbourhoods and communal areas clean and tidy, preventing and tackling incidents of anti-social behaviour and supporting tenants who experience it where they live.





Ken Linford, Community Engagement Officer

# Strong voices can help make things happen

Ken Linford, the Council's Community Engagement Officer for Housing Services explains why it is so important tenants have a voice on housing issues.

As someone who works closely with SKDC tenants, I firmly believe they should have a strong voice in the services provided for them and over the years I have worked hard at making this happen.

The Council is committed to working with tenants to provide a housing service that meets and even exceeds the required standards as well as tenants' expectations and aspirations.

With your help we will know how to get things right, and when we have done something wrong.

Tenants have told us they want to know what we do, why we do it, how well we do it, and to be able to challenge or talk to us about housing issues.

To make this easier we are reviewing how we can offer tenants the opportunity to have their voices heard in order to ensure that no matter how you want to have your say, there is a way for you to do so.

Options include attending meetings and focus groups in-person or online, responding to surveys, or simply telling us.

We are aware that some may not wish to spend a lot of time on something like this so we are also looking at more flexible ways you can be involved.

Making your voices heard is only part of the process, it is also about the Council then listening and, where appropriate, acting on what is said.

It is important that tenants know what is being said and what is being done about it, what action has been taken and how it has changed what the Council does.

This will not work, however, unless tenants are involved.

We are currently drawing up a register of those who want to be involved, so if you want to be part of that please let me know.

You can contact me by emailing [HousingFB@southkesteven.gov.uk](mailto:HousingFB@southkesteven.gov.uk) or on **01476 406349**, or let any Housing Officer know.



Tenants from Manor Court in Bourne with (back, left to right) Joanna Rychter, Sheltered Housing Officer, Beth Randall, Housing Services Team Leader and Ken Linford, Community Engagement Officer.



David Bennington, SKDC's Operations Administrator



# Paper and card collection to change

Delivery of our distinctive new purple-lidded paper and card bins has been taking place across the District, as we prepare for an improved system to ensure more household waste is recycled.

It is all part of a push to reduce domestic waste and send as much as we can for recycling instead of simply throwing it away.

Residents can continue putting paper and card into their grey recycling bin until the purple-lidded bin collections begin in February.

Experience across other parts of Lincolnshire shows that separating our recycling has the benefit of reducing contamination. This means that more paper and card waste can be diverted from the county's Energy From Waste facility if it reaches us in a clean and dry state.

SKDC Joint Cabinet Members for Environment and Waste, Cllr Patsy Ellis and Cllr Rhys Baker, said: "We always ask people to reduce, reuse or recycle their waste to improve the amount and quality of

recycling in the District. It is vital for residents engage with us as we modernise our waste management for a greener and more sustainable future.

"Our friendly staff – including the crews out on the road – are here to help and advise, and together we can make this development a huge success in South Kesteven and make a real improvement to our recycling rates.

"The new collection means that the silver recycling bin will be collected monthly from February, rather than fortnightly as we do now.

"The purple-lidded bin for paper and card would be collected in the alternate fortnight.

"We are making every effort to listen to enquiries from residents and have answered as many of these as possible in a set of frequently asked questions which can be found on our website at: [www.southkesteven.gov.uk/PCFAQ](http://www.southkesteven.gov.uk/PCFAQ)".

Cllr Daniel McNally, Executive Member for Waste at Lincolnshire


County Council, said: "We're working closely together with the seven district councils as the Lincolnshire Waste Partnership to reduce waste, and to promote re-use and recycling.

"As part of that, it's important we recycle efficiently and correctly, which has prompted this roll-out of the 'twin-stream recycling system' – introducing the purple-lidded bins for paper and cardboard – across the county.

"After successfully introducing the new bin to four of Lincolnshire's districts already, South Kesteven will be the latest to adopt this separate waste collection and I'm sure we will see residents get on board here in much the same way they have in Boston, North Kesteven, and East and West Lindsey."

Contact us:

 01476 406544

 [recycling@southkesteven.gov.uk](mailto:recycling@southkesteven.gov.uk)



## Our services

### South Kesteven District Council

You can contact the Council about benefits, rent or other issues. We are open by appointment only for Council services as follows:

#### Grantham:

Monday to Friday: 9am to 1pm

**Bourne:** Monday: 9am to 5pm

Wednesday: 9am to 6pm

Friday/Saturday: 9am to 1pm

Bourne is also for library services (no appointment needed).

☎ 01476 40 60 80

Out of hours 01476 40 60 40

✉ [customerservices@southkesteven.gov.uk](mailto:customerservices@southkesteven.gov.uk)

🌐 [www.southkesteven.gov.uk/contact-us](http://www.southkesteven.gov.uk/contact-us)

#### Tenant Engagement

Contact Ken Linford, Community Engagement Officer

☎ 01476 40 60 80

✉ [HousingFB@southkesteven.gov.uk](mailto:HousingFB@southkesteven.gov.uk)



#### Emergency repairs

☎ 01476 40 60 80 / 01476 59 00 44

#### Reporting Anti-Social Behaviour

☎ 01476 40 60 80

🌐 [www.southkesteven.gov.uk/nuisance](http://www.southkesteven.gov.uk/nuisance)

✉ [HousingManagement@southkesteven.gov.uk](mailto:HousingManagement@southkesteven.gov.uk)

For other kinds of anti-social behaviour, such as criminal activity, you should contact the police - use **101** if it is not an emergency. (**999** if it is an emergency)

## Other organisations that can help:



### Age UK (Lincoln and South Lincolnshire)

Companionship, advice and support for older people.

☎ 01522 696 000

🌐 [www.ageuk.org.uk/lincolnsouthlincolnshire/](http://www.ageuk.org.uk/lincolnsouthlincolnshire/)

### Lincolnshire County Council

Information and advice on council services and support available in Lincolnshire.

☎ 01522 552 222

✉ [customer\\_services@lincolnshire.gov.uk](mailto:customer_services@lincolnshire.gov.uk)

🌐 [www.lincolnshire.gov.uk/coronavirus-support-services](http://www.lincolnshire.gov.uk/coronavirus-support-services)

### Cost of Living Information and Support

SKDC's online advice portal for help with energy saving, financial support, health and wellbeing, support for older people and grants

✉ [costoflivingsupport@southkesteven.gov.uk](mailto:costoflivingsupport@southkesteven.gov.uk)

🌐 [www.southkesteven.gov.uk/costofliving](http://www.southkesteven.gov.uk/costofliving)

### Lincolnshire Community and Voluntary Service

A charity supporting the health and wellbeing of communities and individuals in Lincolnshire.

☎ 01205 510 888

🌐 [www.lincolnshirecvs.org.uk](http://www.lincolnshirecvs.org.uk)

### Grantham & District Poverty Concern Group

Supports vulnerable members of the community to relieve both poverty and homelessness.

Contact Chris Thomas on

☎ 07517 943 792 or via

✉ [granthampovertyconcern@gmail.com](mailto:granthampovertyconcern@gmail.com)

🌐 [www.granthampovertyconcern.org.uk](http://www.granthampovertyconcern.org.uk)

## National advice lines

### Citizens Advice

☎ 03444 111 444

🌐 [www.citizensadvice.org.uk/about-us/contact-us](http://www.citizensadvice.org.uk/about-us/contact-us)

### Department for Work and Pensions (DWP)

☎ 0345 606 0265

🌐 [www.gov.uk/government/organisations/department-for-work-pensions](http://www.gov.uk/government/organisations/department-for-work-pensions)

### Victim Support

☎ 0808 506 1688

🌐 [Victimsupport.org.uk](http://Victimsupport.org.uk)

### The National Domestic Abuse Helpline

☎ 0808 200 0247

### NHS- non-urgent medical need

☎ 111

🌐 [www.111.nhs.uk/](http://www.111.nhs.uk/)

### If you are online

You can find the latest information, and browse our services on our website at [www.southkesteven.gov.uk](http://www.southkesteven.gov.uk)