

Spring | 2024

Cobalt
Housing



Customer Newsletter



@CobaltHousing   

1 | Introduction from Claire



Delivering excellent services to customers is our number one priority.



We know we don't always get it right, and we're committed to making changes where we need to improve.

In February, we wrote to all of our customers to provide an update on significant changes to our repairs service. This will see our contract with HMS end at the end of July, meaning that, from 1st August 2024, HMS will no longer carry out repairs to Cobalt homes unless there are jobs outstanding with them.

We want you to help shape our repairs service. It's important that you have your say in how the service is delivered and what's important to you. Email getinvolved@cobalthousing.org.uk or call 0330 303 2222 to have your say.

There's a lot going on at Cobalt, from events in our communities to plans for our community hub, improving our repairs service, work on a new website, and handovers of new homes.

Everything supports our key priorities to:

- **Provide excellent customer services**
- **Support thriving communities**
- **Invest in quality homes**
- **Develop positive people**

I hope you enjoy reading about our activities. If you have any suggestions, we value your input. Email marketing@cobalthousing.org.uk

Claire Griffiths, Chief Executive



2 | Cobalt Spotlight

This section we will focus on a member of staff that has an impact in the community through the various different work and projects they are involved with.

In this edition we are going to get to know Ryan Shelswell, who is the Customer Voice Lead here at Cobalt.



Ryan Shelswell

Tell us a little bit about yourself.

I am originally from South Yorkshire and relocated to Wallasey in early 2023. I have been in customer facing roles for around 20 years and most recently worked as the training team manager in the commercial Drone industry. Outside of work, I am a muscular dystrophy support volunteer, giving support to those diagnosed with various forms of muscular dystrophy.

How long have you been with Cobalt?

I have worked at Cobalt for four months which doesn't sound like long but I'm already involved in some really exciting projects and have met some amazing people!

Tell us a bit about your role and how it impacts on the Cobalt community.

My role is all about the customers' voice. I want to make sure that customers opinions are not only heard but shape everything we do in terms of services, policies and processes. The wider the group we can reach, the more tailored the changes will be that we can make to improve our communities.

What gives you the most satisfaction in your role?

Seeing changes to policies and processes that have been as a direct result of the views of our customers. And, of course, our 'Brekkie and Brew Friday', which has really made me feel like a part of the Cobalt community.

What exciting projects do you have coming up?

I am currently working on setting up of customer forums in 5 key areas as part of our customer engagement framework. These groups will meet at least 6 times a year to discuss various topics and help shape Cobalt's services. I have set up a dedicated email for anyone who would like to get involved in any capacity, formally or informally – getinvolved@cobalthousing.org.uk

How can people get involved

Signing up to My Voice Matters, where there are numerous resident groups and forums you can volunteer to be part of to help shape everything we do or by emailing to the get involved address.

Finally, if you were stranded on a desert island and could only have three items with you, what would you choose and why?

- 1 Water filter**
- drinkable water would be essential on a desert island.
- 2 Solar charger**
- in case of emergencies but also to cure boredom!
- 3 Sleeping bag**
- for keeping warm if it's cold and a comfortable place to sit/lay down.



3 | MyVoiceMatters

We are thrilled to announce the relaunch of My Voice Matters, our engagement platform designed to create a space where every voice counts and where your opinions shape the future of our services.

As part of our relaunch celebration, we're hosting an exciting prize draw, where you have the chance to **win one of two iPads with 12 months of data or a £250 voucher!** In addition to this we will be holding a **£50 voucher draw** every month! It's our way of saying thank you for being an integral part of our community and helping shape our services.



Why should you join My Voice Matters?

Your Opinion Matters:

At the heart of My Voice Matters lies the belief that every customer's voice holds immense value. Whether you have suggestions for improvement, concerns to address, or simply want to share your thoughts, this platform is your direct line to making a difference in our communities.

Volunteer for Customer Forums:

Have a passion for improving specific aspects of community living? Volunteer to be part of our specialised customer forums, dedicated to addressing complaints, repairs, antisocial behavior, and communal living. Your first hand experiences and insights are crucial in driving effective solutions and creating a positive environment for all.

Shape Your Living Environment:

By engaging with My Voice Matters, you play an integral role in shaping the future of your community. Your input directly influences decision-making processes, ensuring that the changes implemented reflect the needs and desires of those who call North Liverpool their home.

Connect with Your Neighbours:

My Voice Matters isn't just about voicing your opinions; it's also about fostering a sense of belonging and connection within your community. By participating in discussions, polls, and events, you have the opportunity to interact with your neighbours, create meaningful relationships and work together towards common goals.

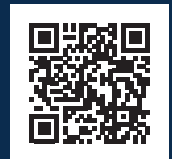
Be Part of Positive Change:

Your involvement in My Voice Matters isn't just about addressing existing issues - it's about driving positive change and innovation within our community. Together, we can create a more inclusive, supportive, and vibrant living environment for everyone.

Your voice matters, and together, we can shape a brighter future for our community.

Scan below to get involved or sign up at www.myvoicematters.org.uk/

MyVoice Matters



4 | Development Update

88

New homes
in Croxteth



New homes at Waterdale Gardens

We're bringing 88 new homes to Croxteth as part of our Waterdale Gardens development. The homes are a mix of one bedroom apartments and two, three and four bedroom houses for affordable rent, rent to buy and shared ownership.

The first six homes are starting to complete, and we're delighted to welcome residents to their new homes.

Homes will hand over in stages, with the final properties completing in summer 2025.



Waterdale
GARDENS

5 | Community Fund Update

Since April 2023, a total of £32,606 has been distributed to 14 different projects and to 11 community groups.

£32,606
distributed to
14 projects

Projects include:

- Mental Health First Aid Training for volunteers at Rooting for You CIC
- Cooking on a Budget Course
- North Liverpool Meeting Centre (Liverpool Dementia Alliance)
- Triple C Community Café
- Summer Camps
- Karonga Gardens
- Apex Health and Wellbeing Cold Water and Mindfulness Sessions
- Cells Project Family Support Group
- River of Life Intergenerational Choir
- Croxteth Tigers Junior Football Club Coaching Qualifications.

C.E.L.L.S Project



The C.E.L.L.S Project was awarded £9,600 to run an early intervention project in 11 local primary schools between December 2023 and April 2024. Sessions are completely free for schools and are funded through Cobalt. This ongoing project is focused on educating children and young people about the consequences of anti-social behaviour and criminal activity. Sessions are taught by rehabilitated ex-offenders and offer onward training and opportunities for progression into employment.

Forest Schools



We currently commission Beautiful New Beginnings CIC to deliver weekly Forest Schools, one in Norris Green Park and one in Karonga Gardens. The total cost of this project is £6100, with Cobalt contributing £3900 and Brabners, a local independent law firm contributing £2200. Forest Schools are an important way to promote community cohesion by connecting local parents/carers and their pre-school aged children to green space on their doorstep. This improves their mental health and wellbeing, improves the children's gross and fine motor skills development and through building strong relationships, the project leaders are also able to signpost families to any support they may need.

Alchemist Mindset Project



The Alchemist Mindset Project is a wellbeing course delivered by a Cobalt customer. The course was delivered in St John Bosco and ran for 2 hours per week for six weeks, targeting year 10 pupils identified by the school as having behavioural issues or a mental health condition. The project was awarded £1200 and has had significant benefits to those who completed the course including an increase in general mood and mindset, self-confidence and understanding of mental health.

It's Your Child's Life



Cobalt awarded £12,500 to It's Your Child's Life to run a parental engagement programme in 5 local primary schools. The project consists of one three-hour session per week for eight weeks and aims to support parents and carers to help their children thrive in school. It covers topics including communication and language, personal, social and emotional development, physical development, maths and literacy skills. To date, the project has supported 75 families including parents, grandparents and carers, engaging 122 children across these families.

Early Intervention Project

As part of the Anti-Social Behaviour teams Early Intervention project, Cobalt were privileged to be asked to be a part of a mock trial experience ran by Law and policing students from Edge Hill University and the CELLS Project (The CELLS Project is the Choices, Education, Learning, Lifelong Skills, Project.)



The aim of the day:

- Allow the students at Edge Hill to role play as part of their degree.
- Educate the students from our primary schools on consequences both positive and negative.
- Provide aspirations, information and encouragement to aim high and if they want to go to university, it can be a realistic option.
- Provide knowledge on what you need to get into University or higher education.
- Show the students around the campus.
- Give the opportunity for children to ask questions to the university staff and students.

Activities included:

- Programmes with details of Cobalt, CELLS and the University Students.
- Joint enterprise workshops.
- Prison workshops including the prison cell.
- A mock trial in a court room where the children played the role of judges, witnesses, defendants, and the prosecution.
- A crime house where the children were able to hide contraband and then role-played police officers to find it as in a real warrant.
- A real-life custody suite.
- A scenario simulator.
- An interview room.
- Drugs awareness workshop.
- How to apply and be accepted and what to expect from university.
- Barriers to overcome.
- Mental health.

Cobalt's partnership team arranged to fund the buses and we were able to take 10 children from each area totalling 40 over two days.

They were so enthusiastic and engaging, asking questions, and providing brilliant answers. We have some budding barristers amongst our groups!

The Edge Hill students were very open and interactive with the children, sharing their personal experience of losing friends and family to drugs and suicide, showing that despite barriers they can still achieve their dreams.

Further information, along with the application form, can be found here cobalthousing.org.uk/communities/communityfund/

40
*children
participated*

6 | Community Hub Timetable

For more information about the Community Hub activities at Cobalt Housing please email: communityhub@cobalthousing.org.uk



Monday	Tuesday	Wednesday	Thursday	Friday
<p>Liverpool in Work Hosted by Gillian Hartley</p> <p>Mtg Room 1 10am - 3pm</p>	<p>Energy Project Plus Hosted by Lisa Boothroyd</p> <p>Every second Tuesday of the month</p> <p>9.30am - 12.30pm</p>	<p>Stakeholder Meetings Rona Heron</p> <p>Board Room 1 - 3pm</p>	<p>Community Drop-In</p> <p>Community Hub 10am - 11am</p>	<p>Brekkie and Brew Friday Hosted by Julie & Dave Roberts</p> <p>Canteen 10am - 11.30am</p>
<p>The Thinker Hub CIC Glenn Skelhorn</p> <p>1 - 2pm From April 15th for the next 10 weeks</p>	<p>Youth Group Paula Currie</p> <p>5pm - 6pm</p>		<p>Partners Credit Union Hosted by Babs Malley</p> <p>Mtg Room 1 10am - 3pm</p> <p>£</p>	<p>Cobalt 'Drama for Wellbeing'</p> <p>Training Room 11.30am - 1pm</p>
	<p>Communities Together choir Hosted by Liam Moore and Vicky Jones</p> <p>Canteen 5.15pm - 6.45pm</p> 		<p>Queen of Greens Bus Elena Vacca, Feeding Liverpool</p> <p>Car Park 11am - 12pm</p>	

7 | Fire Safety in the Kitchen

We have seen an increase in the number of fires reported in our properties that involve cooking appliances such as air fryers and cookers.

Merseyside Fire and Rescue Service report that half of all house fires start in the kitchen. In order to reduce the risk, we have some safety advice you can follow:

Air Fryers

- Keep electrical leads, tea towels and cloths away from your cooking appliances.
- Do not overfill your air fryer – check the manufacturer’s instructions but typically it should be no more than two-thirds full.
- Don’t cook in a non-ventilated area or under over-counter cupboards. Pull the air fryer away from the wall and open windows if you don’t have an extraction fan.

Toasters and Microwaves

- Check toasters are clean and not placed under kitchen cabinets or close to anything that can catch fire.
- Never put anything metal in the microwave.
- Remember to keep vents clear and avoid storing objects on top of appliances (as it can block ventilation).

Cookers

- NEVER leave cooking appliances on when you’re not in the house.
- Take care when frying - hot oil or fat can easily catch fire.
- Keep your oven, hob, and grill clean. A build-up of fat and grease can easily catch fire.
- Always keep an eye on your cooking and use a cooking timer. Always turn off appliances when you’ve finished.
- Never cook if you’ve taken medication, drugs, or alcohol.

Smoke alarms save lives!

- You are 8 times more likely to die in a fire if you do not have working smoke detectors.
- You should never disconnect or remove the batteries from your smoke alarm.
- You should test your smoke alarm weekly to ensure that it is present, undamaged and in full working order.

If your smoke alarm is no longer working, contact Cobalt housing on 0330 303 2222 to request a replacement smoke alarm to be fitted.



To call the Fire & Rescue Service

- In an emergency call 999
- When the operator answers, ask for the Fire & Rescue Service.
- When the fire operator answers, give them your name, address and the location of the fire, who and what is involved.
- DO NOT end the call until the operator has confirmed the details back to you.
- Contact Cobalt at the earliest opportunity and inform us of the situation.



8 | Training Available

We have some training events, which are open to our customers, coming soon.

These events are held at our Lower House Lane headquarters and are completely free.

These training sessions are free and are held at our Cobalt office at 199 Lower House Lane, Liverpool, L11 2SF.



Parents and Carers First Aid Training Room

Wednesday 15th May
9.30am - 12.30pm



Deaf Awareness and Intro to British Sign Language

Wednesday 22nd May
9.30am - 4.30pm



To take advantage of these free courses please
email: allpartnerships@cobalthousing.org.uk

9 | Community Activities

MONDAY

Liverpool in Work

Employment coaching and support

Cobalt Housing
199 Lower House Lane, L11 2SF

10 - 3pm

Adults

ESOL

Free (for most learners) ESOL sessions

Salvation Army
Cavendish Drive, L9 1NB

10 - 12pm

Adults

Little Lambs

Pre-School child/parent/ carer group

Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF

10.15 - 11.45pm

Both

Women's group

Meet new friends and enjoy a coffee in a friendly, supportive group

Fazakerley Community Library
Formosa Drive, L10 7LQ

12 - 3pm

Adults

We Are With You

Free confidential support and advice for anything substance misuse related

Clubmoor and Ellergreen Children's Centre
Utting Avenue East, L11 1DQ

10 - 3pm

Adults

North Liverpool Meeting Centre

Dementia support group. Make new friends and live well with dementia

Porchfield Community Centre
Porchfield Close, L11 9DT

10 - 2pm

Adults

Thinker Hub

Develop your thinking and group discussion skills

Cobalt Housing
199 Lower House Lane, L11 2SF

1 - 2pm

Adults



9 | Community Activities

TUESDAY

Energy Project Plus Heating and Energy advice/ support Cobalt Housing 199 Lower House Lane, L11 2SF 9.30 - 12.30pm Adults		River of Life Communities Together Choir Cobalt Housing 199 Lower House Lane, L11 2SF 5.15 - 6.45pm Adults		Community Café Enjoy a free hot meal with neighbours Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF 12 - 2pm Both	
Baby Bears 4 Sensory 0-12 month baby sensory group Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF 11 - 12.15pm Both		Employment Plus Employment and wellbeing support Salvation Army Cavendish Drive, L9 1NB Various times Adults		Bump Birth and Beyond Ante-natal classes Clubmoor and Ellergreen Children's Centre Utting Avenue East, L11 1DQ 4 - 6pm Both	
SEND Support Advice and guidance drop in Clubmoor and Ellergreen Children's Centre Utting Avenue East, L11 1DQ 10 - 12pm Adults		Umbrella Group Stay and play session for children on the ASD spectrum Clubmoor and Ellergreen Children's Centre Utting Avenue East, L11 1DQ 10 - 11am Both		Story Time Stories to entertain your little one Fazakerley Community Library Formosa Drive, L10 7LQ 10 - 11.30am Both 12 - 3pm Adults	



WEDNESDAY

Little Steps

Playgroup for pre-schoolers and carers

Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF

10 - 11.30am

Both

Debt advice drop in

Get free debt advice and support

Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF

10 - 1pm

Adults

Community Breakfast

Socialise with neighbours while enjoying a cooked breakfast for £1

The Lobster Pub
Altcross Road, L110BS

10 - 12am

Adults

Drop in Digital sessions

Bring in your own device and learn how to use it

Fazakerley Community Library
Formosa Drive, L10 7LQ

12.30 - 2pm

Adults

Employment Plus

Employment and wellbeing support

Salvation Army
Cavendish Drive, L9 1NB

Various times

Adults

Coffee morning

For people raising someone else's child or children. Relax and chat in a supportive setting

Kinship Carers, Ellergreen
Community Centre, L11 2RY

10 - 12am

Adults

AIMS project

Accommodation and intense mentoring service

Local Solutions
Digital and in person support
0151 7090990

Daily

Young people aged 16-24



9 | Community Activities

THURSDAY

Norris Green Debt Advice Financial support Drop in Cobalt Housing 10 - 2pm Adults		Partners Credit Union Save with your community Cobalt Housing 10 - 3pm Adults		Queen of Greens Cut price fruit and vegetables Cobalt Housing 11 - 12pm Both	
Get Growing! Enjoy the outdoors and learn how to grow fruit and veg for health and wellbeing La Salle Hotel School 83 Carr Lane East, L11 4SF 10 - 1pm Adults		SWAN Group Sensory play for children with additional needs Clubmoor and Ellergreen Children's Centre, Utting Avenue East, L11 1DQ 1.30 - 2.30pm Both		Baby Cafe A session for adults and children to learn about health eating Clubmoor and Ellergreen Children's Centre, Utting Avenue East, L11 1DQ 1 - 2.15pm Both	
AIMS project Accommodation and intense mentoring service Local Solutions Digital and in person support 0151 7090990 Daily Young people aged 16-24		Employment Plus Employment and wellbeing support Salvation Army Cavendish Drive, L9 1NB Various times Adults		Hope Workshop Free community workshop for repairing, recycling and upcycling Triple C, Church of the Good Shepherd, Lower House Lane, L11 2SF 10 - 2pm Adults	



FRIDAY

Brew and Brekkie Friday

Eat and socialise with neighbours

Cobalt Housing

10 - 12pm

Adults

Community Drama

Drama for Wellbeing

Cobalt Housing

12.30 - 2.30pm

Adults

Employment Plus

Employment and wellbeing support

Salvation Army
Cavendish Drive, L9 1NB

Various times

Both

Learning support

Helping families to support their children with learning and school

Plus One Community Learning
(Various Locations)

9.30 - 11.30am

Both

Warm Hub

Free snacks and drinks throughout the day

Fazakerley Community Library,
Formosa Drive, L10 7LQ

10.30 - 12.30pm

Both

Stay and Play Group

A group for pre-schoolers to prepare them for school

Clubmoor and Ellergreen
Children's Centre,
Utting Avenue East, L11 1DQ

9.30 - 11am

Both

AIMS project

Accommodation and intense mentoring service

Local Solutions,
Digital and in person support
0151 7090990

Daily

Young people
aged 16-24

Pamper Day

For people raising someone else's child or children. Enjoy a free, relaxing pamper session

Kinship Carers, Ellergreen
Community Centre, L11 2RY

11.30 - 2.30pm

Adults
with caring
responsibilities



10 | Cobalt Housing forums

There are a range of forums available to Cobalt customers providing support for our thriving communities. The forums are to unite residents, improve our repair services, enhance community living, improve how we handle complaints, tackle antisocial behaviour and empower our youth voices.



Cobalt Complaints Forum

This essential platform ensures that residents' voices are heard and valued in decision-making processes, especially concerning complaints and customer-facing changes.

What does the forum do:

- Review proposed changes and provide feedback.
- Advise on customer communications.
- Assist in wider consultations.
- Support regulatory self-assessments.
- Influence policies and service standards.

Youth Forum

Empower the voices of young residents in shaping their living environment and community. This forum focuses on addressing the needs and concerns of youth household members within Cobalt Housing.

What does the forum do:

- Provide a platform for youth to express their views and concerns.
- Advocate for youth-friendly policies and services.
- Organise youth-led initiatives and activities.
- Collaborate with Cobalt staff to address youth-related issues.
- Support youth development and engagement programs.

Repairs Forum

Join us in shaping Cobalt Housing's repair services. This forum ensures that residents' concerns regarding the repairs process are addressed and used to shape our services

What does the forum do:

- Review proposed repair policies and procedures.
- Provide feedback on repair services.
- Advise on communication strategies for repair updates.
- Assist in identifying areas for improvement in repair processes.
- Collaborate with Cobalt staff to enhance repair service standards.

Communal Living Forum

Be part of enhancing communal living experiences at Cobalt Housing. This forum focuses on improving shared spaces and fostering a sense of community among residents.

What does the forum do:

- Review communal living policies and guidelines.
- Provide feedback on communal space management.
- Organise community-building initiatives and events.
- Address concerns related to shared facilities and amenities.
- Collaborate with Cobalt staff to create a vibrant communal living environment.



Antisocial Behaviour Forum

Join us in addressing antisocial behaviour issues within our community and how they are dealt with. This forum works to ensure that residents feel safe and comfortable in their homes.

What does the forum do:

- Review policies and procedures for addressing antisocial behaviour.
- Provide feedback on strategies to prevent and address antisocial behaviour.
- Collaborate with local authorities and community partners to tackle antisocial behaviour.
- Support residents affected by antisocial behaviour incidents.
- Advocate for initiatives to promote positive community interactions.

Youth Forum

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What does the forum do:

- Provide a platform for youth to express their views and concerns.
- Advocate for youth-friendly policies and services.
- Organise youth-led initiatives and activities.
- Collaborate with Cobalt staff to address youth-related issues.
- Support youth development and engagement programs.

Get Involved

If you would like to join our community forums and have your say to shape the future of Cobalt Housing email us getinvolved@cobalthousing.org.uk

We will provide all the necessary support and cover reasonable travel expenses to attend forum meetings. Together, let's build a community where every voice is heard and valued. Join our forums and help shape the future of Cobalt Housing!



11 | ASB Updates

The Cobalt Anti-Social Behaviour Team (ASB) plays a crucial part in the local community, from helping to prevent anti-social behaviour, partnering with local groups who can provide advice and intervention to help the local community. Over the past few months, this is a snippet of what the ASB team have been involved with.

18 January – 5 February

Visited Wellesbourne Primary School, Leamington Primary School, Ranworth Primary School and St Philomena's Primary School with the CELLS team for the intervention project.

The CELLS Project is the Choices, Education, Learning, Lifelong Skills, Project.

Crime prevention charity turning negative pasts into positive futures and teaching children and young people across the North West about the consequences of crime through sharing lived experiences.

22 January 2024

Attended Merseyside Police HQ and delivered a presentation on what we are doing and what we can offer to support the staff at the victim care team. They now have a direct referral into our tenancy wellbeing team and they are now holding sessions in our community hub.

20 February 2024

The first 'Lean on Me' Parents group was held at Ellergreen Community Centre with a representative from Danny's Place and CELLS Family Support Group. Members of the ASB team attended with a Councillor on hand to support the parents who came.

20-21 February 2024

Attended Holy Name Primary School and Wellesbourne Primary School with the CELLS project as part of our year 6 rollout.

20 February 2024

Attended Ranworth Primary School as part of the roll out of the Adverse Childhood Experience programme (ACE's) programme. We had a drop in service for parents and carers and provided information and education on ACE 's and the new programme.

Worked with LCC to implement this new programme on behalf of housing associations.

The new programme includes 10 new ACE's and the programme has three strands.

- Preventing ACEs from occurring
- Supporting children who may be affected by ACEs
- Supporting adults who may be affected by their own ACEs.

The rest of the programme will continue to roll out throughout the year.

Runs every Tuesday term time until July and anyone can attend.



22 February 2024

Attended New Heights which is an alternative provision where students in year 7-9 have been permanently excluded and go to this provision whilst they are supported, assessed and then a permanent placement is found.

The students have one or several personal barriers such as being neuro diverse, learning difficulties, a variety of vulnerabilities and involved in crime.

We completed 5 sessions with small groups of students.

Mandy Jamieson from Danny's Place and Cobalt officers attended to offer family impact sessions of knife crime.

5 March 2024

Attended 'Lean On Me' Parents Group at Ellergreen Community Centre. A member of CELLS led a presentation on family impact following her son receiving a custodial sentence.

18 March 2024

CELLS provided a full day work shop funded and attended by Cobalt to offer family impact sessions of knife crime.

28 March 2024

Held a team meeting with students from Monksdown to discuss their views and ideas of what we can do to improve their community.



12 | Local Food Pantries and Foodbanks

Nobody should be left without food. If you find yourself struggling, there are several options in the local community to help you in your time of need.

Food Pantries

Our two local food pantries offer huge savings compared to local supermarkets, and it costs just **£3.50 a week** to receive on average **£20 worth of food**, including meat or cheese, bread, eggs, vegetables, toiletries and tinned food.

£3.50
a week

Croxteth Food Pantry

(Croxteth residents)

**Croxteth Family Matters,
35 Moss Way, Croxteth, L11 0BL**

Pantry collections take place on Thursday and Friday. Members must book a slot in advance. To fill out a registration form, please call in between Monday and Wednesday.

**Call 0151 281 4529 or email
croxtethfamilymatters@outlook.com**

Norris Green Community Pantry

**Ellergreen Community Centre,
10 Ellergreen Road,
L11 2RY**

Open every Friday 10am - 12pm.
Please phone to enquire first.

**Call 0151 233 3337 or
email enquiries@altvalley.co.uk**

Fazakerley Community

Federation 'Fed Club' Food Pantry
(Fazakerley residents)

**The Community Centre,
Formosa Drive,
Liverpool L10 7LQ**

Fazakerley Community Federation 'Fed Club' Food Pantry is open every Tuesday from 10am - 12pm.

**Call 0151 523 1073 or
email fazfed@hotmail.co.uk**



Foodbanks

If you have no money for food, please ring Cobalt's welfare benefits team on **0330 303 2222** and they will issue you with an e-voucher for a three-day food parcel, from one of your local foodbanks.

Please note these locations and times are subject to change, and you will be advised on the most suitable foodbank during your call.

**0330
303 2222**

Welfare Benefits
Team



Where?

St Christopher's Church,
Lorenzo Drive,
Norris Green, L11 1BQ

When?

12 - 2pm



Where?

Good Shepherd Church,
Lower House Lane,
Liverpool, L11 2SF

When?

9.30 - 11.30am



Where?

St Paul's Distribution Centre,
Formosa Drive,
Fazakerley, L10 7LB

When?

12 - 1.30pm



Where?

St Andrew's Church Hall,
Adshead Road,
Liverpool, L13 0AL

When?

10.30am - 12.30pm



13 | Benefit and Debt Advice

Tax Credits are Ending

Tax credits are ending and will be replaced by Universal Credit. This is called managed migration.

If you receive a migration notice from the Department of Work and Pensions (DWP), it's important that you follow the instructions in the letter, otherwise your benefits will stop.

Turn 2 Us is a national charity that provides practical advice and support to anyone concerned about money. They have lots of useful information about managed migration on their website, including what to do if you receive a migration notice and how to claim Universal Credit. To read more about managed migration, click here.

If you're concerned about moving onto Universal Credit, please call us on 0330 303 2222.



Benefit Entitlement

Check your benefits entitlement is correct by visiting www.turn2us.org.uk and search for 'benefits calculator'.

Complete your details

You may need to give information, for example your current household income, what benefits you are currently receiving, and how many people live in your household.

If the calculator tells you that you should be claiming different or additional benefits, get in touch!

**Call us on 0330 303 2222 and select (option 6) to speak to our welfare benefits team during the times below:
Monday 10am - 1pm / Wednesday 10am - 1pm**



You can also get in touch with our welfare benefits team by emailing welfarebenefits@cobalthousing.org.uk (please allow up to 48 hours for a response) or filling out the online referral form on our website: www.cobalthousing.org.uk/moneyadvice

Useful links

Shelter.org.uk

Citizensadvice.org.uk/benefits

Carersuk.org/help-and-advice/financial-support

14 | Word Search Competition

Win!

Win a Love2Shop voucher in our competition!

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

Find these words in the word search

COBALT
COMMUNITY
CROXTETH
FAZAKERLEY

HOME
KARONGA
NORRISGREEN

PEOPLE
POSITIVE
STONEDALE



Once you've completed your word search, take a picture of it and send it to marketing@cobalthousing.org.uk along with your name and email by 31st May 2024. All winning entries will be put into a prize draw with the winner informed by email.



Ways to stay in touch



Book repairs, reschedule appointments, pay your rent or check your rent balance by messaging Cobalt Solutions 24/7.

MyCobalt allows you to manage your home and tenancy online, 24 hours a day, 365 days a year. Through the MyCobalt portal, you can pay your rent, view your rent account, report a repair and communicate with our Cobalt Solutions team. Registration is quick and easy, scan the QR code to find out more.



Live Chat

Chat to Cobalt Solutions on Live Chat through our website or social media:

Monday 9am - 5pm

Tuesday 9am - 5pm

Wednesday 9am - 3pm

Thursday 9am - 5pm

Friday 9am - 5pm

Telephone

Call Cobalt Solutions on 0330 303 2222