

**YOUR MAGAZINE**

THE MAGAZINE FOR GUILDFORD BOROUGH COUNCIL TENANTS AND LEASEHOLDERS

# Contact *point*



GUILDFORD  
BOROUGH

and



working together

Winter 2023



**The Hive days  
Before Christmas**

**Gaskins 2023 free  
Christmas lunch**

[www.guildford.gov.uk](http://www.guildford.gov.uk)



*A tribute to Edna  
and Colin*

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# Your magazine... Winter 2023

**Hello everyone,**

It's Contact Point time again and I hope that you all enjoy this issue.

Unfortunately, I must start with some incredibly sad news. Two members of the Tenants' Engagement Group (TEG), Edna Yarham and Colin Woodhead recently passed away. Edna was an extraordinarily long-serving member of the group, in fact she was one of the founder members, over 20 years ago. She was a big part of the community in the Park Barn area and well-liked by so many people. Colin had been part of the group for some six years and regularly visited The Hive. They will both be sorely missed.

Sam Hutchison, Joint Executive Head of Community Services, recently wrote to you regarding the issues with housing repairs. We are working alongside the Council to ensure that outstanding repair works are completed as soon as possible. Please be reassured that none of these issues will affect your tenancies. If you have any concerns please do contact me directly by email [Chair.TEG@hotmail.com](mailto:Chair.TEG@hotmail.com) or by calling Jo or Tracy.

Thanks to resident Tracy J from Ash, who very kindly wrote an article about her comping hobby (see pages 10 & 11) and is our first winner of the £25 voucher, well done, Tracy! If you have a story to share, drop us a line and you too could win £25.

In the New Year, TEG will be visiting the 6 sheltered units across the borough.

I would like to take this opportunity to wish you all a Merry Christmas and a Happy New Year.

Take care,

**Alan,**  
**Chair of Tenants Group**



 [tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)  
 **Jo or Tracy on 01483 444150**

## If you would like:

- more information on any of the articles in this edition of Contact Point
- to receive in large print, Braille, audio or another language

please contact us.

Community Wellbeing Team  
The Hive  
Park Barn Drive  
Guildford, GU2 8EN

 01483 444150

 Email: [community.wellbeing@guildford.gov.uk](mailto:community.wellbeing@guildford.gov.uk)

 @GBCCCommunityWellbeing

 @GBCCCommunityWellbeing

**Front cover photo:** River Wey at Millmead by Dan Hannington.

Answers to spot the difference on page 20



# Priority service registers – vulnerable people

*After the recent water problems in Guildford, we wanted to let you know about water and energy companies' Priority Service Registers for vulnerable people.*



If you or anyone you know is vulnerable and experiences an interruption to electric, gas or water supply, extra help is available through this service.

If you meet any of the following criteria – we really encourage you to register:

- You are of state pension age
- You are disabled or have a long-term medical condition
- You are recovering from an injury
- You have a hearing or sight condition
- You have a mental health condition
- You are pregnant or have young children

- You have extra communication needs, such as English as a second language
- You have medical equipment that requires a power supply
- You have a poor or no sense of smell
- You would struggle to answer the door or get help in an emergency

If you feel you are vulnerable but do not meet the above criteria, still contact your supplier as they may be able to help.

To register as a Priority Service User, contact each of your utility suppliers (electricity, gas, and water), this can either be done by phone or online.

## The contact details for major utility suppliers in our borough are:

### British Gas:

- Pay by Direct Debit or on receipt of your bill, call 0800 0728 625, Monday to Friday, 9am to 5pm
- Pay as you Go call 0800 294 8604, Monday to Friday, 9am to 5pm.
- Register online: [www.britishgas.co.uk/energy/priority-services-register.html](http://www.britishgas.co.uk/energy/priority-services-register.html)

### Scottish and Southern Electricity Networks (SSEN):

- Register over the phone: 0800 294 3259
- Register online: [www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/](http://www.ssen.co.uk/power-cuts-emergencies/priority-services/priority-services-registration-form/)

### UK Power Networks:

- Register over the phone: 0800 169 9970
- Register online: [www.ukpowernetworks.co.uk/power-cut/priority-services/sign-up-to-our-priority-services-register](http://www.ukpowernetworks.co.uk/power-cut/priority-services/sign-up-to-our-priority-services-register)

### SGN (Gas):

- Register over the phone: 0800 975 1818
- Email: [customer@sgn.co.uk](mailto:customer@sgn.co.uk)
- Website: [www.sgn.co.uk/extra-help](http://www.sgn.co.uk/extra-help)

### Thames Water:

- Register over the phone: 0800 009 3652
- Email: [ecs@thameswater.co.uk](mailto:ecs@thameswater.co.uk)
- Website: [www.thameswater.co.uk/help/get-extra-help/priority-services](http://www.thameswater.co.uk/help/get-extra-help/priority-services)

### SES Water:

- Register over the phone: 01737 772000
- Register online: [seswater.co.uk/news/concerned-about-coronavirus/priority-services-application-form](http://seswater.co.uk/news/concerned-about-coronavirus/priority-services-application-form)

### South East Water:

- Register over the phone: 0333 000 0365
- Register online: [www.southeastwater.co.uk/help/priority-services/register-for-priority-services](http://www.southeastwater.co.uk/help/priority-services/register-for-priority-services)

If your supplier isn't listed here, please check their website or a bill you have received and they will have details of how you can register for the priority service.

# A tribute to Edna and Colin

*As Alan said in his introduction, we lost two members of TEG, Edna Yarham, who was a force to be reckoned with and Colin Woodhead, who was a kind and gentle man.*

*To pay homage to them both we asked people to share their stories with us:*

## *Edna Yarham*

Edna was an absolutely fearsome woman who terrified me when I first met her. Needless to say, her humour could not be matched. I will sincerely miss her trying to play all us drivers off against one another, a character, and a half.

**Alistair, Community Transport**

Edna will be remembered by many for her community role which was well known in Park Barn and Westborough, for the groups she set up and ran, such as Meeting Point, to others that she attended. Her commitment to St Clare's Church and her care for so many she visited regularly was outstanding, dedicated, loyal and all quietly achieved in a quiet, humble way. She was ferocious in her beliefs to do the right thing, and we often saw this in her volunteering whilst supporting the TEG groups, meetings, onsite GBC meetings, void inspections – all with tenant matters, the best of, at the heart of her often, demanding questions! Edna will be missed for all the incredible attributes she brought to the Guildford community.

**Tracy James, Community Engagement Advisor**

Edna was one of a kind and will be profoundly missed. Edna was loved, admired and at times feared(!) by the housing and communities' teams at the Council, but her commitment was unwavering. Such community spirit and dedication to ensure the needs of all tenants were met has



benefited so many. It was an absolute pleasure to work alongside Edna and laugh, sing, cry and chat along the way. A special lady.

**Sam Hutchison, Executive Head of Community**

I would like to send Edna's family my condolences, I will miss being told off by her.

**Tony Cuskern, TEG**

Edna was such a character and always had something to say. So sorry to hear of her passing.

**Gary Kebby, TEG**

# Colin Woodhead

I have known Colin since his first day at Shawfield. He was a kind, gentle soul, very quiet most of the time, he kept himself to himself, but always friendly and polite to everyone, always very grateful, and he would see the good in everybody.

Colin often spoke fondly of growing up in Ash Vale, living with his parents, working in Vale Furnishers and time spent with friends at The Standard of England.

A good conversation was always had when talking with Colin. His stories about when he was a chauffeur and the people he had met along the way. The time he did a skydive, his love of planes, his cat, and his meetings at the masonic lodge. Colin seemed to have had a very interesting life.

Colin would always participate in most activities on offer at the Centres, both Shawfield and more recently at the Hive, he especially enjoyed when we had entertainment, he would join in with singing and would occasionally get up to dance along too.

**Alison Rice, Care Officer**

Colin was the only man I knew who got moved from his old home to Japonica Court by Vale Furnishers! He was a lovely man.

**Pat Scott, local resident**

Colin was always a gentle soul, we had many laughs together, especially when I was trying to help him with his smart phone, he was a bit of a technophobe, although he did love gadgets.

**Jo Packman, Community Engagement Advisor**

Colin was terribly dedicated to TEG, offering help where he could. Before his mobility started to fail, he would be at events with a friendly smile and welcoming tone. I often went to say hello to Colin when he attended the lounge activities at The Hive. Always smiling, I miss Colin and his infectious care for others.

**Tracy James, Community Engagement Advisor**



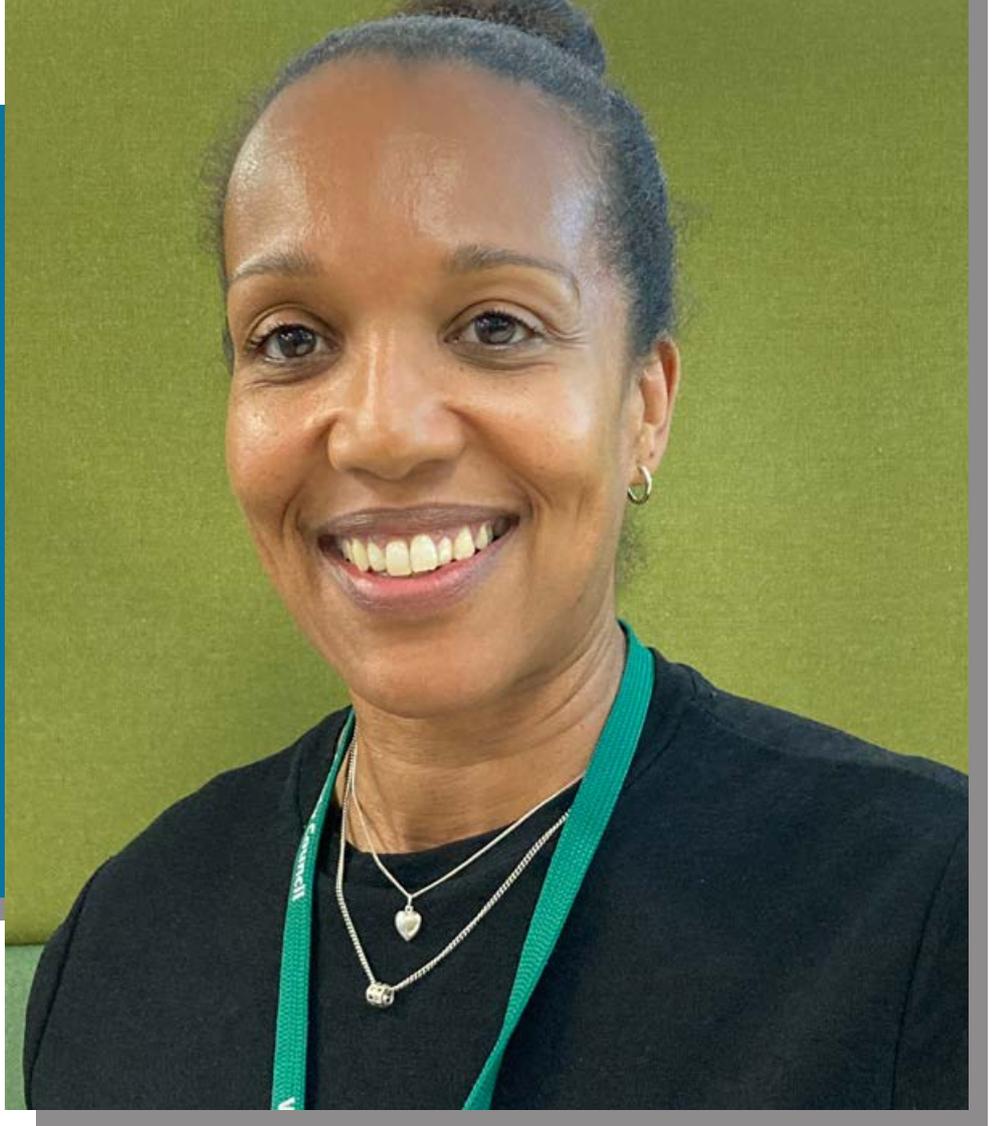
Colin was a lovely, kind and gentle man. In Community Services we knew Colin as a member of the Tenants Engagement Group and also as a friendly face at the Hive where he enjoyed our activities hub. On behalf of us all in Community Services, we are really grateful to Colin for all his support and commitment to our joint work in helping our tenants and we will miss his conversation, kind questions as to how we are today and his wonderful subtle sense of humour.

**Sam Hutchison, Executive Head of Communities**



# Meet Debbie

*Hi, I'm Debbie,  
the Local Area  
Coordinator for  
the wonderful  
community of  
Bellfields & Slyfield*



As your Local Area Coordinator, I'm here to take the time to get to know you and help you achieve your vision of a good life and the goals you would like to achieve.

## Working alongside you would include:

- exploring your ideas, options, and solutions to any issues you might be facing
- helping you to build your confidence and connections
- helping you to share your gifts and skills with others in your community

If you or anyone you know would like an introduction to me, please just get in touch. I am flexible and happy to meet in a place that feels comfortable.

I am passionate about working with people to make a positive difference and believe everyone in this community matters and is important.

You might also find me at some of the community drop-ins at St Peter's Shared Church, Bellfields such as the Coffee mornings - Tuesday 10am-12.30pm and Funky Monkeys Toddler Group 10am-11.30am or Aggie's café in Slyfield.

Further information about my role and some of the ways I can support you, can be found at [www.lacnetwork.org/local-area-coordination](http://www.lacnetwork.org/local-area-coordination)

Feel free to contact me:

 07815 604 171

 [debbiewatson@surreycc.gov.uk](mailto:debbiewatson@surreycc.gov.uk)



# The Hive Days Before Christmas



*From Monday 4 December until Thursday 21 December The Hive are hosting 14 days of festive filled fun with entertainment, crafting activities, festive food, gift stalls, singing and a chance to win prizes from our big raffle.*

Keep an eye out for our weekly timetable of activities in the Honey Pot Café and on the Community Wellbeing social media pages.

We all look forward to welcoming you!

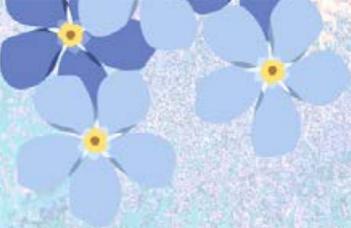


## Christmas Presents 2023

Jo and Briony from our Community Wellbeing Team have been busy working with Jenni Hall from Guildford High School to source 400 Christmas presents to help families across the borough. This is the third year that the school has helped, along with the Royal Grammar School. Together, they have done an amazing job for us.



Various organisations and schools have been referring families that need a little extra help this year. Each child will receive one present in a bag from the schools. We would like to thank the pupils, parents and staff for their generosity and for making a difference to these children's Christmases.



# 4getMe-Nots

**4getMe-Nots** is a social group where you can make new friends and enjoy great chats with the best company!

Join us every Friday at:

The Community Suite,  
The Hive  
Park Barn Drive, Guildford, GU2 8EN  
between 1.30pm – 3.00pm

Come along for a warm welcome with tea and coffee!

For further group information please contact  
Andy on 07765 999208 or  
[4getmenotspbarn@gmail.com](mailto:4getmenotspbarn@gmail.com)

## 4getMe-Nots



*4getMe-Nots has been running for many years and welcomes everyone. It is a self-supporting social gathering for friendly chats, support and company.*

Our adult group meet each week at The Hive, Park Barn Drive in their colourful, inviting Community Suite. There is free parking and a bus stop directly outside the building.

The space we use is light, airy and comfortable with sofas as well as tables and chairs. There is a stairlift for anyone with mobility problems, as it is on the first floor.

We offer drink refreshments.



There is a coffee shop where some meet before the group for lunch. They offer a range of hot and cold drinks and food, all very reasonably priced.

Many facilities are based at The Hive and they can send you a booklet listing all of these by contacting the Community Wellbeing Team.

We'd love to see you at 4getMe-Nots but also encourage you to visit the Hive, where we are sure you'll be as impressed as we are!

**Gordon, Andy and the 4getMe-Nots members**

# New English and Active sessions

*All ladies are invited to join in with the new English and Active sessions being hosted at Emmanuel Church on Shepherds Lane, Guildford.*

Moving more and being active is great for both your physical and emotional wellbeing. These sessions have been designed to support local ladies to meet others in a friendly ladies-only environment. Ladies are invited to a free beginner English class each week before the Pilates session to help support integration into the local community and build confidence.

Ladies are welcome to come for both the English class and Pilates or just the Pilates session. No prior experience needed, just wear comfortable clothing. A Pilates mat will be supplied to attendees for use at the session.

## Ladies Only English & Activity Sessions



Try a new activity, improve your fitness and meet other local ladies?

9.45am English Lesson

10.45am Beginners Pilates

Plus tea, coffee and a chat

Come along for FREE to learn some new skills and meet like minded people!

SESSIONS  
START  
12 SEPT  
2023

TERM TIME  
ONLY!



Where: Emmanuel Church,  
Shepherds Lane, Guildford,  
GU2 9SJ

When: Tuesdays  
Time: 9.45am - 11.45am

Contact Jasmine Kapoor: [kapoor.jasmine@gmail.com](mailto:kapoor.jasmine@gmail.com)



### What is Pilates?

Pilates is a form of exercise that focuses on balance, posture, strength and flexibility. It's suitable for people of all ages and fitness levels.

All sessions are FREE to attend and there is no need to book, just turn up and join in.

### 2023 Session Dates:

December: 5, 12

2024 Session Dates:

January: 2, 9, 16, 23, 30

February: 6, 20, 27

March: 5

April: 16, 23

Please contact Jasmine Kapoor at [kapoor.jasmine@gmail.com](mailto:kapoor.jasmine@gmail.com) for more information.





# COMPING

(Entering competitions to win prizes)



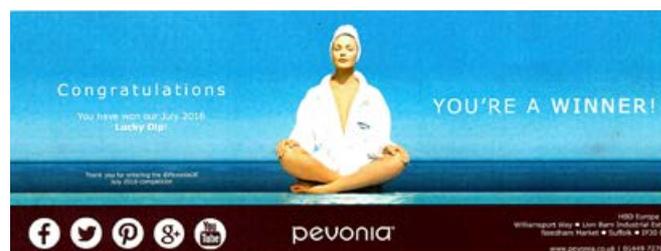
## *Do you fancy winning a prize?*

Comping is a great hobby that doesn't have to cost lots as there are many free competitions on the internet, or via your phone for normal text price. Even if you don't use a computer or mobile you can enter by post (although stamp costs are increasing again!)

At the other end of the scale, there are more expensive ways to enter, for example, television competitions to win cars, cash, houses, etc. Whatever method you choose, check the terms and conditions so you are aware of the cost beforehand!

I started comping years ago and have had some lovely prizes, I don't consider myself a top comper, I have never won a car, but I do enjoy entering where skill is involved.

One of my early wins was a trip on Concorde with a champagne lunch. This was a Sainsbury's comp, sponsored by Scottish Beef; I had to complete an entry form with a tiebreaker to say why I wanted to win in 10 words or less. At the time of entering, Star Trek was popular so I entered with, "**Terminal Velocity excites me, beef me up, Scottie**" and I won!

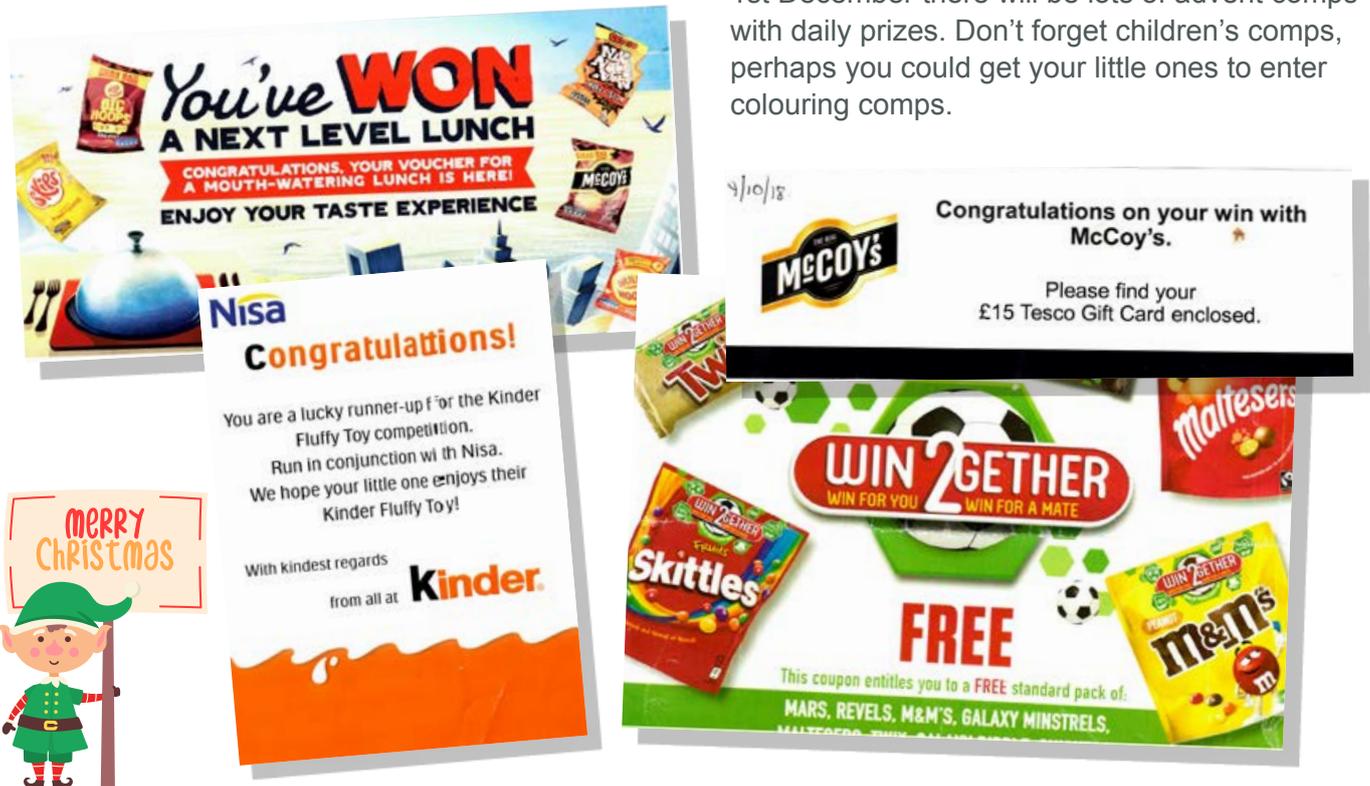


This spurred me on and I went on to win household goods, supermarket vouchers, weekend breaks, hampers, toys, mobile phones and HOLIDAYS including a trip on the Orient Express; an Iceland holiday to see the Northern Lights; a whale-watching experience in Nova Scotia and a tall ship cruise in the Andaman Sea (another tiebreaker where you had to say why you wanted to cruise - my winning slogan was ‘**Long time, no sea**’).

My favourite win was a free draw with The Sun newspaper, a luxury trip to the Bahamas including swimming with dolphins.

My husband and I were met at the airport with a chauffeur-driven stretch limo, we looked behind us to see if someone famous had arrived, but it was for us! An awesome experience which the playful dolphin enjoyed too!

Christmas is the ideal time to start comping - from 1st December there will be lots of advent comps with daily prizes. Don't forget children's comps, perhaps you could get your little ones to enter colouring comps.



## How do you enter?

Well, there are numerous comping sites online. Just type into Google “prize draws”, “competitions” or “win”. Alternatively, try these websites:

- [www.loquax.co.uk](http://www.loquax.co.uk)
- [www.rosemaryandporkbelly.co.uk/holiday-competitions](http://www.rosemaryandporkbelly.co.uk/holiday-competitions)
- [www.facebook.com/groups/luckylearners/](http://www.facebook.com/groups/luckylearners/)

I also subscribe to a comping magazine at [www.compersnews.com](http://www.compersnews.com) where you may be able to apply for a free sample copy.

Competitions can also be found in magazines, on Facebook, X (Twitter), Instagram, radio, restaurants, and shops, just look for the word ‘win’ in the aisles or on packaging.

A comping friend said, “The harder I work, the luckier I get”. You won't win if you don't enter, so please be in it to win it and BE LUCKY!

Tracy J



# Carers



*The definition of a carer is: Anyone, including children and adults who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support.*

The care they give is unpaid.

Many people don't recognise themselves as a carer and if you're not sure, contact us or Action for Carers, call 0303 040 1234 or visit The Hive any Monday from 10am till 2.30pm.

Although, many carers feel that it is their responsibility to look after their loved one or friend, caring for another person should be a choice and not an expectation. There are all sorts of emotions mixed up in this, such as guilt, resentment, feelings of inadequacy when they find themselves struggling and you need to remember to be kind to yourself. Often carers are not recognised until they reach crisis point.

This needs to change, so that carers are identified as early as possible, supported and given the help they and their loved ones need. All carers should complete a carers' assessment, this can be found by logging onto the Carers' Assessment section at [www.surreycc.gov.uk](http://www.surreycc.gov.uk) or just search for surrey carers' assessment.

If you don't have access to the internet, give us a call on 01483 444150 or drop into one of our Coffee, Cake and Chat sessions (every Wednesday from 10am till 12noon in the Honey Pot Cafe) and we'll be happy to help you complete the assessment.





Photo: Dan Hannington

# Leaf Collections

Leaf collection visits are dependent on the weather and how the autumn leaf fall goes. Given that we have had a wet summer leaves are likely to stay on the trees later in the year.

Visits are scheduled between October 23 – February 24. The first visit will be November/December 23 and January/February 24 for the second visit.

This can be reported online [www.guildford.gov.uk](http://www.guildford.gov.uk) or by calling 01483 505050.

# Volunteers and drivers needed

*Last year, we cooked and delivered 567 Meals, this year it could be as high as 700.*

As well as looking for people to have the dinners, we are also looking for volunteers and drivers. If you are able to help us, please get in touch.

This year with everything going on with the energy crisis and interest rates, we feel there is a greater need for this as so many families will struggle this year but at least we can provide a Christmas dinner.



GASKIN'S 2023  
FREE  
*Christmas*  
LUNCH

DELIVERY WITHIN 10 MILES OF  
GUILDFORD TO YOUR HOME

FREE EVENT FOR ALL IN NEED

- STUDENTS
- VULNERABLE
- LONELY
- ELDERLY

25  
DEC

DELIVERY  
12AM-3PM

INFO@FREECHRISTMASLUNCH.COM  
MARTA 07855846957 WWW.FREECHRISTMASLUNCH.COM

Free services in  
Guildford from an  
award winning charity



**Weighed  
down by  
debt?**

**On a low  
income?**

**Worried  
about  
money?**

**Looking  
for  
work?**

*If you are in the Guildford area Christians Against Poverty can help.*

Eleven years ago, a number of churches in Guildford decided to partner with an award-winning national charity called Christians Against Poverty (CAP) which provides **free debt help** to people who are struggling with debt. CAP works in partnership with over 300 churches throughout the UK and thousands of families in difficult financial situations have already been released from the pressure of debt through a combination of advice, financial education, budgeting and insolvency services.



**Jane Seals**, from Westborough Church, is the manager of the Guildford CAP centre. Jane says "Since the centre opened in May 2012, I have visited over 400 households in Guildford. It is a real privilege to be able to help people who are struggling to cope with their debts and to help lift the burden from their shoulders. Last year twelve households became debt free

with our help."

Is CAP just for Christians? No. CAP will help anyone regardless of their religious beliefs.

If you have debts and would like help, call free on **0800 328 0006** or visit [www.capdebthelp.org](http://www.capdebthelp.org)

Making the first call can be really hard but the sooner you ring, the sooner you will have peace of mind. Jane and her colleague, Helen, visit people in their homes and the service is completely free.

Or maybe you're not in debt but you're not exactly sure where all your money disappears to each month? Then a **Life Skills** or **Money Coaching** group might be just what you need. Life Skills helps you to see where your money goes and how to spend it wisely, save money on food and energy bills and encourages talking about money openly at home. Money Coaching offers a more detailed and comprehensive programme to help you create a workable budget. For details of where and when the next groups are meeting search **CAP In Guildford** on Facebook or call Ann on **07311 827 828**.

If you are looking for support to get back into work or to change your job CAP can help with that as well through **Job Club** drop-in sessions, courses and one-to-one coaching. Call Nick on **07432 515 410** for details of times and places or check out the Facebook page.

Whatever your circumstances, CAP offers free, friendly advice and support.

# Energy Crisis Support to help combat Fuel Poverty

*The Community Wellbeing Team and Energy Manage are helping households that are struggling to pay for their energy through an 'Energy Crisis and Support Scheme'.*



The scheme will be helping people save energy and save money over the next 6 months thanks to support from Guildford Borough Council.



The support and information will help in times of crisis and financial hardship and will help make sense of energy bills and payment options, show them how to save money on energy and increase awareness of energy support available locally.

David, Project Development Manager for Energy Manage, said: "We welcome the support from Guildford Borough Council to help us expand the scheme which will help hundreds of residents on low incomes who are in crisis and are struggling to manage their energy bills.

"There are many people currently experiencing difficulties whose situation has been made worse by increased energy prices and the continuing cost of living crisis so we are delighted to expand the scheme and work with our partners to further support households in need."

Lisa, from The Community Wellbeing Team at Guildford Borough Council said: "We are pleased to add Energy Manage to our list of partners. The scheme will support households struggling to meet rising costs and provide financial support and useful energy and water saving advice."

If you would like to be referred to the scheme, please contact The Community Wellbeing Team:

 **01483 444150**

 **community.wellbeing@guildford.gov.uk**

## Please remember

Contact your energy supplier as soon as you can if you are worried about paying your energy bills. Your energy supplier should be working with you to agree on a payment plan you can afford. For energy saving advice and information you can visit [www.energysavingtrust.org.uk](http://www.energysavingtrust.org.uk)



## Do you live in Ash?

The scheme will be providing targeted support to the residents living in Ash who may be struggling with their energy bills.

As well as energy crisis support the scheme will be offering energy advice appointments including energy savings packs to help families stay warmer this winter.

This local scheme will be helping households save energy and save money over the next 6 months thanks to support from Surrey County Council Sparks Funding managed and awarded by Voluntary Action South West Surrey.

If you live in Ash and would like more information, please email [info@energymange.org.uk](mailto:info@energymange.org.uk)

# Family Information Service

*The Family Information Service is free impartial information and signposting for families with children aged 0 to 19 (up to 25 years for those with additional needs).*



Surrey Family Information Service



We support all families with children and young people up to 25 years old and the professionals who work with them.



**Search**  
for quality childcare.



**Support**  
your child's education and development.



**Find**  
information and services for children and young people with a special educational need or disability (SEND).



**Discover**  
something to do at the weekend or activities for the holidays.



**Stay up to date**  
with local information for families in Surrey.



## Childcare finder

Find registered childcare and early education providers. [www.surreycc.gov.uk/childcarefinder](http://www.surreycc.gov.uk/childcarefinder)

## Website

Read about learning development, financial support, how to stay healthy and safe and lots more. [www.surreycc.gov.uk/fs](http://www.surreycc.gov.uk/fs)

## Family Information Directory

Our online directory is the most comprehensive collection of services for families in Surrey. You can also search for events. [www.surreycc.gov.uk/directory](http://www.surreycc.gov.uk/directory)



Like or follow us to stay up to date with local information for families in Surrey.

**Search for SurreyFIS**

## Get in touch

Give us a call on 0300 200 1004 or drop us an email at [surreyfis@surreycc.gov.uk](mailto:surreyfis@surreycc.gov.uk)



The role of the service is to help families get the most out of the information and services available in the community and online. We also support professionals in their work with children and families by providing centralised information and resources to help guide them to the services and information that they need.

**You can visit one of our websites:**

The FIS website:  
[www.surreycc.gov.uk/people-and-community/families](http://www.surreycc.gov.uk/people-and-community/families)

Covers a range of subjects including childcare, family finance, parenting support and education. There are also web pages which concern Internet Safety, Radicalisation, CSE and keeping safe.

Surrey Local Offer website:  
[www.surreylocaloffer.org.uk](http://www.surreylocaloffer.org.uk)

Is specifically for families of children with Additional Needs and Disability (SEND).

**Use our Family Information Service Directory**

The Directory  
<https://familyinformationdirectory.surreycc.gov.uk>

Contains over 7,000 national and local services and is regularly maintained and updated.

**Contact us:**

We appreciate that finding the right services or having the time to do so can sometimes be difficult, so we also offer an enquiry service. If you would like some help searching for services, you can get in touch with the team. The best way to do so is by emailing [surrey.fis@surreycc.gov.uk](mailto:surrey.fis@surreycc.gov.uk)

# Guildford Poyle charities offer grants to those in need

*Guildford Poyle Charities was set up nearly 400 years ago to support residents of Guildford who were struggling to make ends meet. Still going strong today, the organisation gives grants to individuals who live within the central area of Guildford for items such as furniture, rugs, kitchen appliances and warm clothing.*

People are sometimes embarrassed to ask for help, but we all know that the cost of living has risen steeply and that sometimes it is difficult to manage our finances.

Applying for a grant is a straightforward process: you need to complete a form which is available from the office by post or email - see contact details below.

The form asks for information on your income and expenditure (all information is treated in strict confidence) and requests that you get a professional reference from someone who knows your circumstances like a member of the housing team, a social worker or Home-School Link Worker.

If the form seems difficult, you can always ask your referee for help with filling it in. Once completed, the application form can be sent to the office, and you will normally receive a very quick response to any request.

Because of the way it was set up many years ago, the Charity can only award grants to people living within the red dotted line on the map:



Although the Poyle Charities cannot usually assist with food items or bills, the organisation tries to be flexible in its approach, so if you have any doubts about your application, contact the office for some friendly advice. As a rough guide, the maximum grant awarded is around £300 but, each application is looked at carefully and considered on its merits.





## Examples of comments from applicants and referees following grant awards

*"Thank you so much again for your generosity and giving me my freedom back"*

*"Oh my goodness!! This is amazing!! Literally just cried reading this email. Thank you so so much for sorting everything out for me yesterday and for putting my application forward. I've never been so relieved"*

*"My client was amazed the grant had been given and was slightly speechless. Please pass on to the trustees that these grants make a huge difference to the lives of vulnerable people at this difficult time"*

**Guildford Poyle Charities**  
208 High Street  
Guildford  
GU1 3JB

 01483 303 678

 [admin@guildfordpoylecharities.org](mailto:admin@guildfordpoylecharities.org)

[www.guildfordpoylecharities.org](http://www.guildfordpoylecharities.org)



**Tell us your views at** [www.guildford.gov.uk/complaintscompliments](http://www.guildford.gov.uk/complaintscompliments)

# Can you spot 5 differences



Answers on page 2.

# PRIZE wordsearch

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

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| Fuel Poverty | Slyfield   |
| Carers       | Comping    |
| Ladies       | Poyle      |

Name:

Address:

Tel:

Send your completed wordsearch along with your name, address and a telephone number to:

**Tenants' Engagement Group, The Hive, Park Barn Drive, Guildford, GU2 8EN or photograph your completed wordsearch and email to [tenants.group@guildford.gov.uk](mailto:tenants.group@guildford.gov.uk)**

**Closing date is Friday 23 February 2024. Previous winner of the summer wordsearch was Sharon from Send, congratulations!**

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