

Oct 2019 / ISSUE 19

## 50th anniversary: Party in the Park

On Sunday 22<sup>nd</sup> September Peter Bedford HA celebrated its 50<sup>th</sup> Anniversary at a well-attended Party in the Park.

The celebration took place in Clissold Park as part of their 150<sup>th</sup> anniversary celebrations. We made our home on the old Bowling Green on a windy day with showers, which made it difficult to put up our gazebos but with persistence we succeeded and the celebrations lasted all afternoon.

We were delighted to see so many people despite the rain and the day did brighten up so we were able to eat lovely Caribbean food, take part in a quiz about 1969 and dance off some of the delicious anniversary cake. It was another opportunity to appreciate the talents of Peter Bedford tenants and staff with amazing singing and musicianship. Andy Love, Chair of Trustees, and Clare Norton were among the speakers. Memorably we heard from tenants who told us about their history with PBHA, and talked about how it was as well as how the future could be.



See page 5 for more photos

## IN THIS ISSUE

Page

|                                |    |
|--------------------------------|----|
| 50th anniversary               | 1  |
| CEO update                     | 2  |
| You are enough                 | 3  |
| Pride 2019                     | 4  |
| Party in the Park              | 5  |
| Trip to Royal Academy          | 5  |
| Training and courses           | 6  |
| Forum update                   | 9  |
| Tenants wanted                 | 9  |
| Recognising your success!      | 10 |
| Community connectors           | 11 |
| Profile: Terrence Ellen        | 12 |
| Timebank update                | 13 |
| Goodbyes and hellos            | 13 |
| B&Q DIY Skills Advisor Service | 14 |

Fifty years ago a man called Michael Sorenson was a warden at Pentonville in the 1960s who wanted to help offenders to avoid returning to prison. Together with one of the men who did time in Pentonville, he set up a shared house where people could come from prison and learn how to survive outside. The house was in Clissold Road, the historic heart of our services, where we now have a community garden open to the public every June. At our Party in the Park we were celebrating how Peter Bedford has grown over the last fifty years, looking back at what we have achieved and looking forward to how we plan to improve in the future. Although it has not always been an easy road, and there are many challenges ahead, we took the opportunity to get together and enjoy the community we have built.

## CEO Update

Our **50th anniversary** celebrations are well and truly in swing as we have celebrated with a number of events so far this year. Thank you to everyone who has worked so hard to make them a success, our community is shining through! The 50 works exhibition in June was developed by the extraordinarily talented artists on the Creative Crafts and WEA courses. This was swiftly followed by Pride in our 50th year, another big success as organised by tenants. Then most recently the Party in the Park was enjoyed by about 80 people. The time and commitment everyone put into the event was fantastic, with tenants telling us 'It was one of the best days out I've had in years!', 'I felt a real sincerity from Peter Bedford' and 'With the cooperation Peter Bedford stands for together we can achieve anything.' We are now planning the last two events for the year, a charity auction before Christmas and an evening with Peter Bedford in March. We will be making a film for the Showcase and will be auctioning tenant and participant artwork at the auction. If you'd like to be involved in the film or have work to auction, please send me a message.

We have published a short **Annual review of 2018-19** which accompanies this issue of the Rising Star. It has been another successful year with us improving tenant satisfaction, value for money, fundraising and the impact we make. We continue to make improvements in our viability. Rent collection and lettings are areas we are improving in but require more improvement before we are in a position we are happy with. Our investment in your homes has also been significant as we ramped up our work to complete all major repairs required. This is a 4 year plan against which we are pleased with our progress. However the current year, 2019-20, is the year when we will see a very significant increase in these repairs, these are now in the final planning stages and you will no doubt see the results of this investment in your homes very soon. This year as we compare ourselves to similar housing associations, we improved our

performance in most areas and ranked in the top half of the tables for the first time.

### Complaints

Over the past year (Oct 18 to Sept 19) we have received 32 complaints. The vast majority of these were resolved within our target of 20 days, with only 2 moving to the second stage. The complaints range from anti-social behaviour, staff, repairs, lettings to rent. This covers all aspects of what Peter Bedford does and I am content that tenants have an effective route to express their concerns.

We would like your feedback on how we have managed your complaint though and will be sending surveys out to anyone making a complaint once the complaint has been resolved. Please do complete this and let us know what we did well and what not so well so we can learn and make improvements.

## Would you like to help publish Rising Star?

You can:

- Write articles
- Edit and publish contributions
- Print and distribute Rising Star
- Make a positive difference
- Help us communicate with each other

Reasonable expenses will be paid

If you are interested email

**learn@peterbedford.org.uk** or ring the Kingsland Hub on **020 3815 4100**.

## You are enough. I am enough

By Shakti Bliss

I first heard the words “I am enough” in a talk by Marisa Peer on YouTube. I had never before thought about this attitude towards life. I had achieved some of my goals in the past and failed at others. I had accomplished some of what I had thought I would achieve in life. Yet a feeling of unease lingered in me; a sense of not having been and achieved what I should have in my life. Not being what I should be, how I should. It would have been better had I done this or done that. I would have been better had I been this way or that way.

Advertisements abound telling us how we could improve this or improve that, how we could be perfect. Is there such a thing? Does perfection ever exist? If so, whose perfection is it?

Who sets the standards? Who sets the standards for how we should be? In the UK, year on year, rates of isolation, suicide and depression as well as other mental health challenges are increasing. Is this only due to the external pressures that surround many of us? Could the pressure that we put on ourselves be contributing to this too? We must do this. We should do that.

There are some things that we must do in order to comply with what is required of us. For example paying our rent on time. Other aspects of life are embraced by us based on what is important to us such as keeping our place tidy and clean. There are many things we think we should do that may not be needed.

What is our internal state of mind? Could we relieve the mental pressures that we put on ourselves? If so, then how?

Marisa Peer is a therapist who has worked for more than twenty five years with many high performers and a wide range of people overcoming various life difficulties. According to her findings with the thousands of clients, whom she has helped over the years, the belief “I am not good enough” lies at the root of many of these difficulties. She recommends repeating “I am enough” while looking in a mirror and writing this somewhere where we can see the words too.



This sounded far too simplistic to me. Still in the midst of a very difficult time, I decided to give this a go. What did I have to lose?

“I am enough. I am enough, I am enough,” I kept repeating. I felt like an idiot. I did not believe it. I could clearly remember a long list of mistakes. There was so much I wanted to change in my life and

in me. Still I kept on repeating the three words: “I am enough”.

On some days I am closer to fully believing this. Most days I am at: What if I am enough? Right now exactly where I am and exactly how I am. So I keep on saying these words to myself. I notice that I feel more relaxed in my body and calmer about life. It is as if they bring me an extra dose of emotional strength. So I shall keep on saying these words to myself even though I still feel weird when I do so. Perhaps one day I will feel totally at ease doing so.

Would you give it a go? Standing in front of a mirror, looking into your own eyes, say aloud: “I am enough”.

## Pride 2019

This year's Pride celebrations took place at Kingsland Hub on Friday 5<sup>th</sup> July.

Bob Green, Chief Executive of Stonewall Housing, opened the event with a talk about their work and the importance of tackling homelessness amongst those who identify as LGBTQ+

We took up the theme of London Pride celebrating fifty years since the Stonewall uprising. The Stonewall Inn was located in Greenwich Village, New York, and was popular among the poorest and most marginalized people in the gay community: drag queens, transgender people, prostitutes and homeless youth.

We showed a video about Marsha P. Johnson and Sylvia Rivera who worked with young people on the streets and against police brutality and who were central to the struggle for LGBTQ+ rights. We had a presentation by Billie Boyd of GALOP about recognising, reporting and combatting hate crime against the LGBTQ+ community.

As always the food was amazing; this year we had support from volunteers at Opening Doors, which is the biggest charity providing information and support services specifically for LGBTQ+ people.

During the week leading up to Pride we put together a small exhibition of a range of impressive artwork from tenants, participants and others linked with PBHA who identify as LGBTQ+ This was a way to celebrate and showcase the creativity and artistic talent of our tenants.

We had face paints, crafts, a talent contest and a good singalong, all as part of a celebration. Thank you to the organising committee,

made up of tenants and staff, for all the hard work beforehand to make the day such a success, as well as everybody who came along and participated and helped out on the day.

Kat, a member of the organising committee, said: "It was a great experience and lovely to work with the general public and Peter Bedford staff and tenants."

GALOP: <http://www.galop.org.uk/>  
London Helpline: 0207 704 2040

Opening Doors: <https://www.openingdoorslondon.org.uk/>  
Phone: 0207 239 0400



## Party in the Park



## Trip to Summer Exhibition, Royal Academy

The Royal Academy near Piccadilly generously gave us some tickets to see the famous Summer Exhibition which is held every year.

Before the day trip, the group spent some sessions checking the transport options (we agreed on catching two buses). They researched the Summer Exhibition on their website and watched videos on YouTube to understand how the artworks are chosen by the panel and what the past years' exhibitions looked like. In this year's exhibition, there was an animal themed room which inspired many of our participants. There was some embroidery on display too, which was especially interesting to some of the participants who also do embroidery at The Workshop.

This was a really good trip to see a highlight of London's art events and we hope there will be similar opportunities in the future.



## Ongoing training and courses

Satoko has been running weekly groups of Supported Volunteering at Outpost shop. This is a weekly group over 4-6 weeks for people who would like to build confidence to find paid or voluntary work. Satoko is always accepting referrals and welcomes people who have a learning disability or mental health condition.

For more info contact Satoko Fujishiro:  
077 7676 9641 [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk)

### **Maths and Money Management Course**

Starting Tuesday 15<sup>th</sup> October, 1 – 4p.m.

Duration: 10 weeks

Location: Kingsland Hub, 242 Kingsland Road, E8 4DG

Gain a better understanding of budgeting, managing money and where to make savings.

### **Money management, Shopping and Saving**

Duration: 10 weeks (Tuesday)

Enrolment & Assessment: 25<sup>th</sup> of February 2020

Start date: 3<sup>rd</sup> of March 2020

End date: 19<sup>th</sup> of May 2020

Time: 1pm to 4pm

Learn easy ways to save money every day; taking control of your finances and doing a budget. With good budgeting skills you are less likely to be in debts. Find the best deals with price comparison websites.

### **Finding ways to save money online (taster)- money saving apps**

Start Date: 30<sup>th</sup> of January 2020 (1 session)

Time: 1pm to 5pm

Location: Kingsland Hub

Explore comparing websites and learn online tips to save money online.

### **Finding ways to save money online (taster)- shopping/ saving value**

Start Date: 6<sup>th</sup> of February 2020 (1 session)

Time: 1pm to 5pm

Location: Kingsland Hub

Explore comparing websites and learn online tips to save money online.

### **Read Together Group**

Duration: Ongoing

Time: 2-4p.m Mondays



Location: The Workshop

Improve your reading, listening and speaking skills with our reading group exploring poems and short stories as a group.



**ICT and Computers Entry 3 course (Accredited)**

Duration: 12 weeks (Tuesday & Thursday)

Enrolment & assessment: 29<sup>th</sup> & 31<sup>st</sup> October 2019

Start date: Tuesday 5<sup>th</sup> of November 2019

End date: Thursday 6<sup>th</sup> of February 2020

Build your knowledge of word processing and gain confidence using the Internet and email. Leads to accreditation. An ideal progression course from the 3 weeks Taster course.



**Next Steps with Computers**

Duration: 6 weeks (Tuesday and Thursday)

Enrolment & assessment: 11<sup>th</sup> & Thu 13<sup>th</sup> February 2020

Start date: Tuesday 25<sup>th</sup> of February 2020

End date: Thursday 2<sup>nd</sup> of April 2020

Time: 10am to 12pm

Location: Kingsland Hub

This course is designed to provide learners with a firm understanding of Microsoft Office applications, so learners should complete the course with a good grasp of word processing and the basics of using spreadsheets.

**Navigating the internet on tablets/smartphones**

Duration: 3 weeks (Monday)

Start date: 10<sup>th</sup> of February 2020

End date: 24<sup>th</sup> of February 2020

Time: 10:30am to 1:30pm

Location: Kingsland Hub

Mobile devices are used more than traditional computers for web browsing, as smartphone and tablet use overtake desktop. Learn to use a touch-sensitive screen, a virtual keyboard and standard features.

**SHARE & CONNECT COFFEE MORNINGS**

Isledon Canteen 1-3.30pm, 8th November

Clissold Hub 11-1pm, 29th November

For more information contact Lani 07776 769626 / [lani.parker@peterbedford.org.uk](mailto:lani.parker@peterbedford.org.uk)

### **Apps with mobile phones**

Duration: 3 weeks (Monday)  
Start date: 2<sup>nd</sup> of March 2020  
End date: 16<sup>th</sup> of March 2020  
Time: 10:30am to 1:30pm  
Location: Kingsland Hub

Nowadays, people don't want to switch on their laptops/PC for everything, rather they want their handheld devices to perform everything quickly. There are many different versions of Android, learn the basic features that everyone can use.

### **Supported Volunteering Placements (gain skills for work)**

Days: Monday to Friday  
Time: 10am to 12.30pm or 1.30pm to 4pm  
Location: Kingsland Hub

Customer Services: Gain on the job reception and admin experience at Kingsland Hub, our main office in Haggerston.

### **ENRICHMENT PROGRAMME**

Start date: Ongoing  
Days: Monday  
Time: 10am to 4pm

Location: Kingsland Hub

We offer a range of weekly drop in sessions and courses to inspire and empower our learners. Our focus is on the development of independence, work and learning through creative courses such as Arts & Craft, Photography, Digital Inclusion and Life-Skills (learning about themselves, their lifestyle and local community). For learners with disabilities and long-term health conditions.



## Forum Update

As you will know we have been thinking about how and whether to change the Forum structure. When I have talked to tenants you have mostly said that we don't need more meetings. So far the Forums have been an opportunity for people to talk to Peter Bedford management about a particular issue. It is really important that we don't lose this opportunity.

As well as this, it is important for tenants to have information and do work on the issues that really matter to you and affect your everyday lives. I wrote a bigger piece about this proposal in the last Rising Star and we have also talked about it at Forums. From January 2020 we will try out a new format: neighbourhood forums. These will be monthly workshops with a very practical aspect and also a chance to meet and speak to Peter Bedford staff and management.

Themes for workshops so far include: managing antisocial behaviour and mediation, welfare rights, moving on from Peter Bedford. Please let us know what other topics you would like covered in these workshops, and look out for more information.

The Forums this year remain the same. The next are:

Wednesday 13<sup>th</sup> November 1-2.30p.m. Kingsland (Property)

Wednesday 11<sup>th</sup> December 3.30-5p.m. Isledon (Open Forum)



**Tenant recruitment to the Board**

PBHA is looking for tenants to sit on the Board of Trustees. Maybe you have an interest in how an organisation makes decisions at the highest level, or maybe you would like to have influence on how these decisions are made.

If you are interested in how the Board works and what being a tenant representative involves, even if it's not the right thing for you at the moment, please come along to Kingsland Hub on Monday 18<sup>th</sup> November 4-5p.m. Tea and coffee provided.

All welcome. Come to get involved or just out of general interest.

## Christmas Party!

**12-4p.m. on Thursday 12<sup>th</sup> December at Kingsland Hub.**

Planning meeting:

7<sup>th</sup> November 3.30-4.30p.m. at Isledon Canteen

All welcome – bring your ideas

Making decorations session Monday 2<sup>nd</sup> December

1a.m. – 1p.m. Isledon Canteen

## Recognising your success!

PBHA would like to recognise tenants for the work they do and the effort they put in. We know that people make contributions to the PBHA community every single day. People also take courageous steps towards their own recovery and to support others. A lot of these acts go unrecognised. We think that this is a shame and should change. We are trialling a scheme of recognition so that we can celebrate people's success more formally.

We will run a quarterly prize draw for anyone who has participated in surveys or made a comment or suggestion, where you could win £25. Staff and tenants will also be able to nominate tenants who have achieved progress in the following areas:

### **Contribution to lived environment**

This could include making and implementing suggestions for making your own or others', environment nicer to live in. It could also involve helping to resolve conflicts, attending house meetings, or supporting new tenants to settle in well.

### **Self-care**

This means progress made on any aspect of caring for yourself such as managing health conditions, asking for support, accepting support, expressing needs, making progress on personal care and nutrition.

### **Contribution to PBHA community**

This means participating in activities, supporting others to participate, taking an initiative in making the PBHA community more cohesive. It could also mean giving feedback, leading activities and taking part in decision-making.

### **Contribution to the wider community**

This involves finding and participating in activities in the wider community, such as engaging in



political and/or local activities, and encouraging and supporting others to do so.

Awards will be announced quarterly – so every three months. The first one will be in October 2019, then February 2020, June 2020 and October 2020.

Achievement is a very personal thing and we all make changes in our own ways. This scheme is about recognising the changes that an individual person has made on their own terms, not in comparison with others. People often find it difficult to notice and be pleased with the progress they are making and so it is useful for others to let them know that they have noticed.

You can make nominations at any time through your support worker or contact Lani Parker by email:

[lani.parker@peterbedford.org.uk](mailto:lani.parker@peterbedford.org.uk)  
by phone 07776 769626

### **October 2019:**

Awards this quarter were in recognition of consistent support of other tenants, the effort individuals put into prioritising their own wellbeing, into volunteering and also for consistent effort in taking care of their front garden and keeping it clean.

Tim, the tenant who was selected in the contribution to PBHA category, said,

“I’m really chuffed about getting this award. I didn’t do anything expecting to get a reward, I just wanted to give something back. I’ve received a lot of help and I just wanted to do something positive myself.”

Congratulations to all the tenants selected this time – your hard work is appreciated.



Community Connectors are a team of trained volunteers who can assist people with long-term health conditions or disabilities to access opportunities in their local community.

**Training dates:**

***To be confirmed.***

Anyone interested will be invited to complete Volunteer application/ DBS checks prior to training sessions.

**Venue:** Kingsland Hub, Kingsland Road London E8 4DG

## Going Places

### Community Connectors

**Do you** have an enthusiasm and a commitment to supporting vulnerable adults?

**Are you** familiar with the borough of Hackney and Islington?

**Do you** have excellent English language skills and listening skills or speak an additional language?

✓ If you answered **YES** to the above then please contact us about becoming a:

**VOLUNTEER COMMUNITY CONNECTOR**

To find out more or book a training place then please:

Call us on 02038154100

Email [learn@peterbedford.org.uk](mailto:learn@peterbedford.org.uk)



## Tenant profile: Terrence Ellen

I came to Peter Bedford about two years ago. I had been in a bit of trouble where I was living in so I came down to London. I think Peter Bedford really changed my life. I was nervous at first - I didn't know what to expect, I wasn't sure how long I'd be here for or what employment options I might have. I just felt very uncertain about the future. After a while, with the help of my support worker who is amazing, I began to get used to it. She's pointed me in the right direction regarding finding employment and it's really helped my recovery. I haven't been drinking as much. This really helped me a lot to get my life back on track.



I've had a few interviews, unfortunately unsuccessful so far, but also I've done a spot of voluntary work and had a couple of temporary jobs. I'm just hoping to get a job and then on to a permanent place. Gay got me in touch with the Prince's Trust and I went to an event with them called Get Hired which gave me an opportunity to do mock interviews. Employers come in, then you choose which one you want to speak to. I also did a customer service course with them which was really good and some work experience which kick-started my CV. That was a really great place to work but it was temporary.

I like to use my brain more than my hands, I like office work, I want to be in the office just with my spreadsheets and my tea - that's the perfect job for me. I have a good eye for detail and find office work very satisfying. I like numbers and customer service. I wish I'd started on reception a long time ago but have just started now and I'm really enjoying it. I was expecting the worst but everything is going well and all the staff are really lovely.

In my recovery patience has been very important, to learn to try and take every day as it comes and not get so stressed. It's also been important to me to be hopeful and optimistic about the future because there are jobs out there and there is a future out there for me - I just need to be patient and look to the future.

If I could talk to my younger self I would say don't get into drugs and alcohol – it's not worth it. Now take opportunities and all the help you can get to develop and learn and just live a normal life. I want to work and go out on the weekends, watch films and football. I like documentaries, realistic things that I can relate to in my life and with my experiences. That reminds me about how I hope things will turn out. I just hope that I can secure a job I want and will enjoy and that is what Peter Bedford is helping me do.

**Terrence was selected for an award as part of our new Rewards and Recognition scheme in October 2019 for his contribution to the wider community – congratulations and well done!**

## Timebank Update

Peter Bedford relaunched Timebank this September with Skill Share Week from 23<sup>rd</sup> - 27<sup>th</sup> September. On Tuesday Vanessa held a Growing Compassion workshop. Sometimes we make tough times harder through being negative about ourselves. Tenants, participants and staff came together to learn techniques to relax and to treat ourselves as we would treat a friend.

Matt is planning to do a series of guitar lessons for beginners with Timebank, from 3-4p.m. on Tuesdays. If you are interested please get in touch with Lani or Matt, so we know how many to expect. You don't need to bring your own guitar!



Skill Share Week also saw us clear up the front garden at Isledon Canteen and make some progress in the back garden so that we can plant some daffodils ready for the spring.

Timebank is a great opportunity to try something new and to share your skills with people who will appreciate it. You can get a credit with Timebank by participating in group activities as well as contributing your skills, so come along and give it a go.

Share and Connect Coffee Mornings with Timebank are a chance to take time out, relax and join in activities if you want to. There will also be an opportunity to find out more about Timebank. Throughout October and November there will be walks with Timebank: improve wellbeing and fitness (31<sup>st</sup> October, 14<sup>th</sup> November, 28<sup>th</sup> November) Meet at Clissold 1-2p.m.

If anyone is interested in learning Japanese, please let us know as this is also on offer.

For more information or if you have any ideas, please get in touch with Lani 07776 769626

---

## Goodbyes and hellos

**Since June we have sadly had to say goodbye to the following members of staff:**

Amelia- Rose Morgan – Turle Road  
Caroline Joseph – Finance  
Eleisha Kennedy – Outpost  
Graeme Browne – Enhanced Housing Management  
Mandy Thomas – Turle Road  
Johanna Mays – Enhanced Housing Management  
Minet Masho – Allocations and Move on Coordinator  
Permjit Bir – Turle Road  
Robyn Eldred - Recovery

Ruth Ogunade – Marketing and Communications Officer

Beth Chattopadhyay – Housing Officer

We will also be sad to say goodbye to Vanessa Morris, Director of Services, before Christmas. She is starting a new job as CEO of a local charity.

We thank them for their contributions to PBHA and wish them well in their future lives and roles!

**We also welcome to the PBHA team:**

Artemis Rentoumi – Turle Road  
Hadi Alame – Enhanced Housing Management  
Miroslawa Koldas – Enhanced Housing Management  
Matt McKee – Information Project Manager  
Roseanna Kemeny – Outpost

## B&Q DIY Skills Advisor service

### What is it for?

To support service users to do practical things in their home to help them to resettle or to sustain their tenancy

### The DIYSA service will do this by:

Supporting service users to carry out work themselves with advice or by providing tools or materials  
Working alongside service users, sharing DIY skills in the process  
Carrying out work where it is not possible for the service user to undertake the work themselves, involving the service user as much as is possible in the individual circumstance

Before the DIYSA undertakes any job they will discuss the job request with the service user and will agree the extent of work to be undertaken.

#### Examples of work that the DIYSA service can undertake (subject to assessment/ agreement)

- Installing a key safe
- Installing additional locks
- Decorating of one or two rooms
- Fitting of curtain rails, curtains, blinds
- Flat pack furniture assembly
- Fencing repairs/ installation of gates (with agreement of team leader)
- Fitting of safety gates and child safety items
- One off gardening, i.e. trimming hedges, cutting lawn
- Damp advice and cleaning
- Simple plumbing (such as washing machine connection)

#### Work that the DIYSA service cannot undertake

- Any electrical work
- Any gas work, including bayonet fittings / boilers
- Flooring or carpeting whole rooms
- Large scale removals
- Plastering whole walls
- Tree surgery and ongoing gardening work
- Any aids or adaptations
- Major plumbing work
- Redecorating a whole house

If appropriate, they will provide the service user with a 'DIYSA job agreement'. This will be completed to include details of the specific work to be undertaken and the service user will sign to confirm that there is shared understanding about what is being provided and what work they need to undertake prior to the service being delivered.

Because the DIYSA service requires lone working at clients' homes, I can **only undertake work once a Risk Assessment has been made.**

The DIYSA cannot provide funds for materials beyond tool wear and tear and some basic supplies. If clients cannot purchase materials themselves and do not have any other funding, the DIYSA may be able to explore applications to the Shelter Hardship Fund.

Referrals can be made through contacting the DIY Skills Advisor Bekah Sparrow via [LondonDIYSA@shelter.org.uk](mailto:LondonDIYSA@shelter.org.uk) or calling **00344 515 1447**

