

# Door to Door

Spring | 2009

Your **Bolton at Home** Quarterly Magazine

## UCAN Shakers belly-dancing troupe unveiled!



**Bolton**  
at **Home**

**INSIDE**

- > Star search
- > Win and save with Plum
- > Sunflower growing competition
- > Exclusive interview with Dave Spikey

Member of  
**Homes for Bolton**

## Letter from the Chair



Welcome to the first Door to Door magazine of 2009! We hope you find it both interesting and informative.

In this issue we are calling on you to come forward with your talents as we search for stars to take to the stage at the Bolton Bazaar.

We tell you about some of the customer initiatives launched to improve personal safety and give you tips on how to stay safe at home.

And, Plum once more offers members a selection of competitions and prize-draw opportunities.

Also, on 27 March, we will celebrate the first hundred years of Farnworth Town Hall, which opened on 30 March 1909. I know the people of Farnworth will join me in celebrating this special occasion, where Melody Pop Tuition will be putting on a full programme of entertainment for visitors.

Best regards,

**Noel Spencer**  
Chair of Bolton at Home

# Star search



### Do you have a talent to take onto the big stage?

The Bolton Bazaar - renowned as one of Bolton's premier celebrations of diversity and community spirit - is back for a seventh successive year in August and we want to hear from individuals and groups interested in showcasing their skills.



Centre stage - youngsters from the Johnson Fold Youth and Community Group lit up the stage at last year's Bolton Bazaar and Bolton's Diversity Awards.

The Bazaar gives you the opportunity to take to the stage as a performer or model - or volunteer behind the scenes - at a spectacular showcase of music, dance, fashion and food.

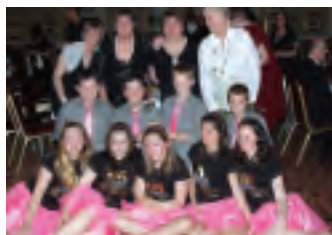
This year's event will take place on 8 August at Victoria Hall and there will be several neighbourhood auditions and rehearsals in the run-up to the show. Please register your interest for these auditions and rehearsals early.

With a strong commitment to valuing diversity across neighbourhoods, Bolton at Home is delighted that the Bazaar is reaching out to our communities for performers

and volunteers.

The Bazaar has gone from strength to strength in recent years. It enables people of all ages and from a wide variety of communities to showcase their talents under one roof. Last year's event was enjoyed by over 1,300 visitors and supported by a record 200 volunteers.

Starting off as an event for primarily Asian communities,



Johnson Fold enjoy the limelight at Bolton's Diversity Awards 2008

the Bazaar has grown to represent and involve all of the borough's nationalities and communities.

For the last four years, the Bazaar has also supported Bolton's Diversity Awards. This annual ceremony honours individuals and community groups who have shown a commitment to bringing their local communities closer together and who have inspired others to promote cultural diversity.

Members of the Johnson Fold Youth and Community Group - who won a community award at Bolton's Diversity Awards in 2008 - performed street dance routines at both the awards and the Bazaar last year, joining a variety of other dancers, singers and bagpipers.

**This year, it could be you.**

For further information, to reserve tickets, or to register interest in auditioning for the Bazaar, please phone **01204 335409** or email **andrew.pilkington@boltonathome.org.uk** or **editor@apnaonline.net**

## Rent letters - update

In February, you should have received a letter from Bolton Council and Bolton at Home to notify you of the planned rent levels from April.

These levels were set to cover inflation, repair costs, and maintenance of the Decent Homes Standard, but still left council rents in Bolton among the lowest in Greater Manchester.

Since writing to you, and because of the economic downturn, the Government has proposed changes to how rents are calculated with a view to reducing their guideline rent increase level. You may have seen recent stories about this in the news.

Once we receive full details and establish what these proposals will mean for Bolton's council rents, we will write to all tenants to fully explain any changes.

# Working with **you** to meet **your** needs

## **Bolton at Home and Bolton Council are working together to give customers a greater say on what they would like from sheltered housing support services.**

Bolton at Home, Bolton Council and our partners want to ask all service users whether their needs can be better met - both now and in the future.

We would like to thank everyone who took part in an initial survey on Bolton at Home's housing support services, at the end of last year. Nearly 1,000 customers gave us their views and opinions on the sheltered housing facilities currently available to them and how they would like to receive support.

This information has been very important to us. We were delighted to hear that our services remain highly valued,

though it was clear that some customers would like more choice as to what facilities and types of support are available and when.

To help us understand what improvements we can make, we are doing even more research work and will include people who will become users of our services in the future.

We intend to make sure everyone's housing and support needs are met and that our customers can have an independent and happy future with Bolton at Home.

We will keep customers informed and involve them in developing our plans for the future.

For more information, or if you would like to be involved in future service development, please phone Bolton at Home at 01204 335731.

## **Bells, bells, bells!**

In a bid to combat theft, Bolton at Home's appropriately named Jingle Bells initiative has seen 3,000 cat bells issued to sheltered housing residents to attach to personal belongings such as handbags and purses.

The bells are provided by Greater Manchester Police and the concept has been backed by Bolton at Home's Older People's Forum. Resident Dorothy Rothwell, aged 86 (pictured below centre), said: "I think it's a wonderful and simple way for older people to protect their valuables. We should be able to feel safe while out and about and be able to do more to protect ourselves."



Older People's Forum members (from left to right) Yacoob Ravat, Dorothy Rothwell and Elizabeth Fallows

## **Firm footing**



You won't slip with good slippers

Bolton at Home's sheltered residents have been given new, well-fitting slippers in an attempt to reduce the risk of trips, slips and falls in the home.

A number of slipper exchange events have taken place to emphasise the importance of stable

footwear in preventing falls. The events also featured performances from members of the Octagon Theatre's activ8 group and were supported by Bolton Council's Telecare Service and Bolton Primary Care Trust.

Hilda Freeman, from Drummond Street, Halliwell, said: "The slipper exchange has been thoroughly enjoyable. Watching the play was good fun, but it also carried a serious message about how important good slippers can be, especially for older residents."

## **You can call on Careline**

**"Careline saved my life, thank you so much", were the words of a customer who recently expressed their appreciation of Bolton at Home's community alarm service after it instantly alerted the emergency services when an oven caught on fire.**

The customer had a smoke detector installed in their home by Bolton Council's Telecare Service. After being triggered by smoke, the detector automatically alerted the Careline Control Centre - which instantly summoned the fire service.

This is one of many stories to show the worth of technology and support offered by Bolton at Home and Bolton Council, which helps more and more people feel safe and secure in their own homes.

The Telecare service provides a variety of equipment, including smoke alarms, fall monitors, flood detectors and emergency alarms that are linked immediately to the 24-hour Careline response centre.

Careline continues to deliver a high standard of customer service across the borough. Since April 2008, Careline has taken more than 106,000 calls from customers, answering over 92 percent within 30 seconds. This exceeds the 80 percent standard set by the Telecare Services Association - the representative body for the telecare industry within the UK.

Careline can provide support to all members of the community, people of all ages with disabilities or long-term illness, or people experiencing domestic violence.

If you, or someone you know, could benefit from Careline or Telecare, please contact the numbers below for more details:  
**Careline 01204 335732 / 5733 Telecare 01204 338027**

# Door to Door gets a dose of laughter from **Dave Spikey!**

We catch-up with Bolton's own much-loved comedian Dave Spikey of Phoenix Nights and 8 out of 10 Cats as his new show 'The Best Medicine Tour - Repeat Prescription' takes to the road.



## How are you finding 2009 so far?

It's been an incredibly busy start to the year! I've been commissioned for two books based on the last tour and I'm writing a play for Bolton's Octagon Theatre. And this together with over 60 tour dates which kicked off in February!

## Do you still get nervous stepping out on stage after so long in the business?

I think whether you're a debutante or at the top of your game, a little anxiety is essential before performances so you're not too cocky.

## Stand-up comedy has been described as your first love - is that still accurate?

Absolutely, I enjoy it immensely and because the 'Best Medicine Tour' was so well received last year, I didn't need much persuading to take it back on the road in 2009 as a 'Repeat Prescription'! The title comes both from my NHS background as a biomedical scientist at the Royal Bolton Hospital and my mantra that laughter is truly the best medicine. And, as well as releasing a sizeable dose of feel-good chemicals and hormones, did you know laughing for one hour can burn 200 calories? And that's a pint of lager!

## With two live dates coming up in Bolton, your birth town, how does it feel performing there after so many years?

Well I love coming back to the town, it's very close to my heart. It's one of the friendliest places - wasn't it once voted friendliest town in the UK?

## How does it feel being dubbed a 'local hero' for your successes over the years?

(Chuckles) Really? Of course it's great but you've got to keep things in perspective. I worked long days at the hospital for 30 years and then on-call for emergencies as part of a dedicated team helping to save lives. Now they're the real local heroes. Nobody ever popped their head in the lab in the mornings and said: "Hey

Dave! Well done, nice one last night!"

## Where do you get all your ideas from?

Everyday life and conversations you overhear in cafés and public places. I write all these things down and all the little snapshots of daily life find their way into my performances and writing. People can relate to observational comedy because it's often things we all think but never say out loud. It's definitely a case of talking about what you know and not trying to be something you're not.

## How would you advise people wanting to enter your industry?

I've always been a believer that if you've got a talent you should pursue it. Any would-be comedians out there should ask themselves the obvious first question: are you actually funny? Making your family laugh and being the clown of the bunch is one thing, performing in front of hundreds of people and getting a good response is quite another! But if you reckon you've got what it takes, go for it.

## What can we expect from you on your new tour?

I often spend the beginning of gigs giving my take on that day's local news, silly items in the tabloids. One example was 'I gave him my kidney then he stole my

heart', which was about the wife who donated a kidney to her ailing husband who then ran off with her best mate. Absolutely ridiculous and just the stuff I can't resist!

I also go out to Spain quite a bit so I'll talk about things that happen along the way. For instance I was once entertaining friends in a local restaurant and unknowingly managed to mix up the word for bill - 'cuenta' - with 'queso', which means cheese! So when I asked confidently for the bill we ended up with the largest quantity of cheese you've ever seen. And I didn't actually catch on at first; I just thought cheese at the end of your meal was a traditional thing, like a nice liqueur. I don't think I've ever lived that episode down!

## Finally, for such a huge household name in comedy, where does Dave Spikey turn to for laughs of his own?

Definitely down the village pub with old mates who are all builders and decorators; hard-working lads who like a pint and a giggle at the end of the day. They've certainly kept me laughing for more than 25 years!

**Catch Dave at the Bolton Albert Halls on 25 and 26 March. Visit his website for more information and tour dates:**  
[www.davespikey.co.uk](http://www.davespikey.co.uk)

# Welcome to Plum, Bolton at Home's loyalty club for its many valued customers.

**Plum**  
recognition  
and rewards

Don't forget, we have automatically upgraded all our customers who meet the criteria for Plum to become **Plum Plus members**.

This means that you can take advantage of the many benefits of being a Plum Plus member, such as:

- **Access to education grants**
- **Entry into prize draws**
- **Entry to competitions**
- **Regular gifts and merchandise**

We will also be looking to develop and introduce further incentives throughout the year. Why not let us know what you would like to see included in the list of benefits? Simply write in with your ideas (see page 8 for address details).

In addition to this, to ensure no one misses out, there is a basic membership level for all Bolton at Home customers.

As a member at this level you will be entitled to:

- **Introductory Plum Welcome Pack on signing up for a Bolton at Home property**
- **Four editions of Door to Door, Bolton at Home's quarterly customer magazine**

Once you meet the criteria for Plum Plus you will automatically be upgraded to this level and become eligible for all the benefits.

## Meet last edition's Plum Plus competition winners

Five lucky winners received food hampers and were delighted with their winnings!



**Mr Wallwork from Westhoughton**

"This food hamper is the first thing we've ever won and we'll really enjoy it."

**Mrs Gregory from Brightmet**

"I always do the competitions and winning the hamper is brilliant. Thank you, Plum!"

**Mrs Newsham from Farnworth**

"Plum competitions are a fantastic idea and I'd recommend everyone to enter."

**Ms Skillen from Brightmet** and **Mr Waldron from Farnworth** were also delighted with their win.



Two lucky winners each won a Nintendo Wii

**Mrs Maher from Farnworth** won a games console. She said: "Winning a Nintendo Wii is a great surprise and ideal because I was looking to buy one for my grandchildren. They'll love it."

The other lucky Wii winner was **Mrs Daniels of Egerton**.

### Find out more about Plum Plus eligibility

For more information on how you could become eligible for Plum Plus, contact Cath Langan at the address on page 8. Alternatively:

Tel: **01204 335052** Email: **cath.langan@boltonathome.org.uk**

Or visit the Plum section of Bolton at Home's website: **www.boltonathome.org.uk**

## More winners from last issue!

Five delighted winners correctly answered a question to win **£100 lovetoshop vouchers each**. These were:

- **Mr Raftery of Farnworth** • **Christine Condron of Brownlow Way**
- **Ms K Conway also of Brownlow Way** • **Mrs D Yates of Little Lever** • **Mrs D Shuttleworth of Johnson Fold**

**Mrs Bryan of Hunger Hill** was the lucky winner of **Disney on Ice tickets**.

## Quarterly neighbourhood prize draw

The winners are:

- |                          |                       |                             |                      |
|--------------------------|-----------------------|-----------------------------|----------------------|
| <b>Mrs Daphne Powell</b> | - £100 (North Bolton) | <b>Mr &amp; Mrs Beddows</b> | - £100 (East Bolton) |
| <b>Ms Sharon Cork</b>    | - £100 (South Bolton) | <b>Ms Eileen Salmon</b>     | - £100 (West Bolton) |

## Signal the start of spring with our sunflower-growing competition!

If you are a Plum Plus member, join in the fun and use your **gift of sunflower seeds** in our latest competition to see who can **grow the tallest flower**.

All Plum Plus members can enter by simply growing their sunflower from seed and sending us a photograph with measurements stated. The closing date for this competition is **31 July 2009**. There are three prizes: first prize £150, second prize £100 and third prize is £50.

### Growing tips

It can take only 60 days from sowing the sunflower seeds to the flowers blooming! How tall can you grow yours?

You can either plant your seeds directly into the garden from April or, to get really tall plants you could plant them earlier indoors - any time from March onwards.

#### To sow outdoors

- Sow thinly, 12mm (1/2 inch) deep in holes 30cm (12 inches) apart
- The soil should be well composted and raked finely
- Germination takes only 21 days
- When large enough to handle, thin the seedlings to 30cm (12 inches) apart

#### To sow indoors - for earlier flowering

- Use 7.5cm (3inch) pots (yoghurt pots would be ideal) and a good sowing compost
- Plant one seed per pot, about one inch deep
- Add some water to the pot
- Cover with polythene to retain the heat
- Remove the cover when leaves appear
- When the seedlings are large enough to be handled re-pot them, or plant them outside when all risk of frost has passed. The seedlings prefer to be acclimatised gradually to life outside. They prefer a sunny open site, but will grow in most sites and soils
- To really thrive they will need plenty of direct sun and good drainage
- When the second set of leaves appear you can feed them once a week for three weeks and then once a fortnight
- All your sunflower plants will need to be staked, and tied so that they grow tall and strong. To do this, tie them every six inches with string
- Remember - your plants can grow up to 12 inches every day.

Happy growing!



## Relax outdoors

To win a fantastic garden furniture set worth up to £300 simply answer the following question:

**How much can a sunflower grow each day?**

- a) 12 inches
- b) 2 inches
- c) 6 inches

## Food, glorious food

**Identify which of the following is a well-known chef to win a barbeque set worth up to £200:**

- a) Ainsley Harriot
- b) Alan Titchmarsh
- c) Lenny Henry

## Gardeners' paradise!

**Two sets of tickets are available for the Royal Horticultural Society Flower Show at Tatton Park for Saturday 26 July 2009.**

Tatton Park is one of the UK's most complete historic estates where you can experience summer in all its glory at the Royal Horticultural Society. The 1,000-acre deer park and speciality shops offer something for everyone, along with over 100 events annually. See the latest innovative creations from up-and-coming garden designers and let your imagination be fired through incredible floral displays and non-stop gardening inspiration.

To enter the prize draw for this competition, simply answer the following question:

**Approximately how many annual events does Tatton Park hold?**

- a) 10
- b) 100
- c) 1,000

## Children's wordsearch

Outline the **six words** hidden in box and you will be entered into a prize draw. We have **five prizes of £20 each** - Good luck!

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

Easter

Basket

Egg

Chicken

Bunny

Spring

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Tel \_\_\_\_\_

Age \_\_\_\_\_

Children's wordsearch is open to children up to the age of 10

## Quids In Credit Union update

Congratulations to the first 50 people who took part in the Plum initiative with Quids In Credit Union. These lucky people had £50 deposited into their new credit union account.

Quids In Credit Union offers an accessible savings facility and low interest loans to members.

Here are just some of the many advantages of saving with Quids In Credit Union:

- Ethical not-for-profit savings - any profits made by Quids In Credit Union are paid back to members in the form of a dividend

- Safe savings - Quids In Credit Union is regulated and authorised by the Financial Services Authority and provides the same statutory protection as any money you have in a bank or building society account
- Quids In Credit Union offers loans at the lowest rates available for small amounts

### Want to get involved?

If you are interested in getting involved why not become a volunteer with the Quids In Credit Union? To find out more about this or if you want to open an account or take out a loan - contact the Quids In Credit Union on **01204 365024**.

**Win with Plum Plus** and have one more thing to smile about this spring!

**Plum**  
recognition  
and rewards

Competition entry is free. Just follow the steps below and return your answers by 10 April 2009:

1. Write your answers to the competitions you would like to enter on the entry coupon below
2. Fill in your contact details
3. Cut the entry coupon out
4. Send it to:

**Cath Langan, Recognition and Rewards Manager, Bolton at Home, FREEPOST NAT 13006 Bolton BL1 8ZZ**  
(no stamp required)

**Winners will be announced on the Plum pages of Bolton at Home's website and in the summer issue of Door to Door.**

### Cath Langan

Recognition and Rewards Manager

Terms and conditions apply and are available on request.

## Competition entries coupon

Prize	Your answer
Garden furniture set to the value of £300	
Barbeque set worth £200	
Two sets of RHS flower show tickets	

Name \_\_\_\_\_

Address \_\_\_\_\_ Postcode \_\_\_\_\_

Tel \_\_\_\_\_ E-mail \_\_\_\_\_

- Please send me more information and an application form for Plum Education and Training Grants (please tick box)

# Get growing with Groundwork

**MP for Bolton-West, Ruth Kelly recently saw at first hand a new green-fingered initiative that is boosting gardening skills in Johnson Fold and making the area more attractive.**

Working with volunteer team Groundwork Trust, Bolton at Home is improving gardens for the local residents of Johnson Fold through the Active Garden Exchange Scheme (AGES). AGES is a gardening initiative carried out by Groundwork Trust to train customers in gardening skills and the planting of seeds. These new skills will then be passed on to other residents to improve their own gardens.

Leaflets were posted through Johnson Fold residents' letterboxes asking if they would like to take part in the scheme. Groundwork Trust then contacted residents who had expressed an interest and organised visits to improve their gardens.

Donald and Lorraine Buist of Johnson Fold were joined by Ruth Kelly as they watched the team from Groundwork Trust make a start on their garden.

Ruth Kelly stated: "I am impressed with the commitment of

the volunteers and the team involved with the initiative. This is an excellent project and one which residents will really benefit from. The scheme is making a real difference to the local area and it is fantastic to see so many people working together to help their community."



MP for Bolton-West Ruth Kelly joins residents Donald and Lorraine Buist as Groundwork Trust volunteers tend their garden

Thrilled with having their garden spruced up, Donald and Lorraine Buist commented: "We are more than delighted with the help and really appreciate the hard work and effort that has gone into transforming the look and feel of our garden. It has made such a difference."

AGES relies very much on residents exchanging knowledge and skills in helping to improve gardens on estates.

## Digital switchover

On 15 September 2005, the Government announced that BBC1, BBC2, ITV1, and Channels 4 and Five would switch from analogue to digital transmission. In Bolton it is scheduled for 2 November 2009 for BBC2, followed by the rest of the channels on 4 December 2009.

Everyone will need to convert each TV they have to be able to receive the digital signal. Converting a TV can be straightforward: all you need to do is connect to a Digital

Set Top Box (Freeview) between the aerial socket and the television, unless you already have a digital TV (with built-in digital tuner).

Bolton at Home is already in the process of upgrading communal aerials in flats and sheltered accommodation in readiness for the switchover as most of these currently only receive analogue signals. However, the majority of other households may receive a digital signal through their existing rooftop aerials or via satellite or cable.

If you need further information, you can visit [www.digitaluk.co.uk](http://www.digitaluk.co.uk) or call Digital UK on **08456 505050**. There is help for those eligible. Digital UK can help you convert your TV to Digital if you:

- Are aged 75 or over, or
- Have lived in a care home for six months or more, or
- Receive, or could receive certain disability benefits, or
- Are registered blind or partially sighted

To find out if you're eligible to receive this help, visit [www.helpscheme.co.uk](http://www.helpscheme.co.uk) or call **0800 4085900**. Those eligible will receive information packs around April or May via any pensions, credit allowances or income support.

For more information contact:  
**Carole Quinn**  
Liaison Officer  
Bolton at Home  
Technical Services  
2nd Floor Adelaide House  
Adelaide St  
Bolton BL3 3NY

## What is **BATRA** and what does it do?

**BATRA is the Bolton Affiliation of Tenants and Residents Associations - the 'umbrella' organisation for tenants and residents associations throughout the borough.**

BATRA is a fully constituted organisation that has gained charitable status and operates to support associations, their members and the wider community in Bolton.

Although the social housing structure has been in place for some years, alterations and adjustments occur from time to time and BATRA's role is to ensure tenants and residents opinions and voices are taken into consideration when services are being agreed.

The future is about more local people having their voices heard on the level of service they require in their area.

In 2002, Bolton at Home was set up as an arms length management organisation (ALMO) to bring the borough's social housing up to, what the government calls, the 'Decent Homes Standard'. This standard requires homes to be wind and water tight and have a decent level of insulation.

Bolton at Home however wanted to do more to enrich the living standards for us all, so it set about delivering new kitchens and bathrooms, central heating and external refurbishments through a 'Capital Improvement Programme'. This has been in addition to meeting the Decent Homes Standard for all properties - which it achieved last year.

Thousands of customers will have already received capital improvements to their homes.

Now Bolton at Home is looking into new ways of working that will secure the necessary funding to ensure the programme can continue to provide new kitchens and bathrooms, central heating, and other improvements, where needed, for years to come.

**So exciting times are ahead, watch this space...**

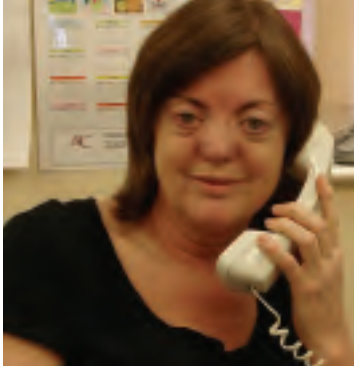
**BATRA**

Bolton at Home | 9

# Day in the life of ...

## a UCAN Centre Manager

In every edition of Door to Door, a Bolton at Home employee or resident will offer an insight into their daily life, explain their role and tell us how their contribution ultimately benefits others.



Margaret Miller is Urban Care Project Manager at the Oldhams Estate UCAN Centre. Margaret is responsible for managing daily operations at the centre.

### How important is the Oldhams UCAN Centre to the community?

I think the UCAN centre is vital in providing residents

with information and support, and, being right on the doorstep, it's even easier for people to get the help they need.

### Could you explain the services on offer?

The UCAN acts as a provider of support for Oldhams Estate residents, whether they want to learn, to train, find a job, express interest in a property or report a problem within the community.

We refer residents through to relevant sources of help and our Freephone can put them in instant touch with organisations such as Bolton Council and Job Centre Plus. Residents can also report environmental and policing issues. Special events are also arranged at the UCAN, including environmental days to promote a cleaner, greener neighbourhood.

The UCAN is also instrumental in providing training and support to help people get back into employment. By partnering with organisations such as learndirect and Boltonwise, the UCAN centre houses a number of courses, including GCSEs in English and Maths, vocational options such as beauty and childcare and even driving lessons for 17-18 year olds!

### What computer facilities are available at the UCAN?

Our IT suite has six computers with broadband internet access. Residents can use them for free to search for jobs, build CVs and carry out research for their courses.

### Where do classes take place?

We have an excellent training room and our purpose-built

crèche also provides a pleasant environment for kids while mum or dad are in class.

### Tell me about the UCAN Shakers, who are based here.

The UCAN Shakers belly-dancing troupe (pictured below) use the centre regularly to practice their routines and run classes. They were set up in January 2008 by Fatima Rae, who ran the crèche and had mastered the dance through her Moroccan background. Just over a year on, the six main Shakers are now a valued and much-loved part of the Bolton community, having performed at a number of local events to raise funds for charity. Taking part in a Shakers class is a fun and energetic way to keep fit and healthy and they've also just started doing bhangra dancing!

### How do you keep in touch with the community?

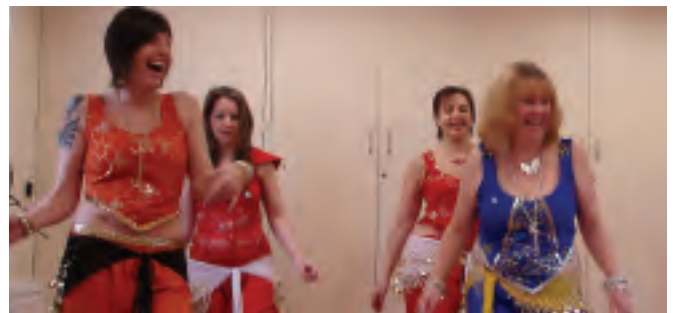
Via word of mouth, regular newsletters and our volunteers going out and knocking on doors to find out what the community wants from us that perhaps we don't yet offer.

### How would you describe the atmosphere in the centre?

Everyone gets a proper welcome when they come through the door. It's a warm, inviting and friendly place, which is integral to how well the UCAN works. I think if this wasn't the case, people would maybe feel nervous, reluctant even, to approach us for help.

### What is your favourite part of the job?

Working with the community and bringing people together. To see residents who may previously have had problems, transform, build their confidence and achieve great things is very inspiring. And knowing the community has pride in their UCAN centre makes the job even more rewarding, as together we can make it grow even further.



UCAN Shakers have fun and keep fit

## Silence the noise

Noise can be irritating and stressful. Please remember that you have a responsibility under the terms of your tenancy agreement for you, your household or your visitors not to cause a disturbance to others living in the area.

A little courtesy can also go a long way, so if you're planning something that could be noisy, such as DIY work or a party, please inform your neighbours well in advance and try to reduce excessive noise wherever possible.

For more information, or to report a noise problem that affects you, please contact your local neighbourhood office.



# Spring your way into scrumptious food

Celebrity chef Paul Heathcote of the Olive Press in Bolton and the wider Heathcotes restaurant company suggests some delicious, easy recipes which are affordable and perfect for the brighter months of spring.

## Spicy One Hour Herb Roasted Chicken with Cous Cous, Garlic and Cucumber Yoghurt

### What you need (makes 4)

One 1kg chicken  
Cous cous  
Salt and cayenne pepper or chilli powder  
Few drops of vegetable or sunflower oil  
Roasting tray or cast iron pan

### What you do

1. With a sharp knife, score the legs with two or three incisions- this will make the legs crispy and allow them to cook quicker.
2. Rub the oil over the chicken and season with salt and cayenne pepper or chilli powder. Take a hot roasting tray or cast iron pan. Place the chicken on its side with the thigh of the chicken pressed firmly down. Place the chicken in the oven at 200°C degrees for about 25 minutes. Turn over the chicken and repeat for around 20 minutes.
3. Sit the chicken upright for a further 15 minutes before removing. Check that it is cooked by inserting a small knife into the wing knuckle of the bird to test for blood.
4. Allow to rest at room temperature for 10 minutes or so. Meanwhile make the cous cous (follow the makers recipe). Carve into 4 portions and serve with cous cous and garlic yoghurt.

### For the Garlic and Cucumber Yoghurt

#### What you need

Half a cucumber  
1 clove garlic  
4 leaves mint shredded (or teaspoon mint sauce)  
50g thin Greek yoghurt  
Sea salt and freshly milled pepper

### What you do

1. Peel and grate the cucumber, season with some salt and leave in a mixing bowl for about 10 minutes to draw out some of the water.
2. Squeeze out the excess water from the cucumber and leave to one side. Crush the garlic with a little sea salt and finely chop the mint leaves.
3. Mix all the above with the yoghurt and season with sea salt and freshly milled pepper if desired.

## Little Upside Down Caramelised Banana Tarts

### What you need

Bananas cut into half lengthways  
Puff pastry rectangle - approx 15cm x 7cm  
Sugar  
Butter  
Water

### What you do

1. In a large tray add sugar, water and butter and caramelise over a hob until toffee brown. Add the bananas flat side onto the tray and remove from the heat.
2. Allow to cool a little before placing the pastry over the rounded banana to wrap over the top. Make sure some of the pastry touches the tray.
3. Bake for 8-10 minutes in a preheated oven at 200°C, until the pastry is brown and then serve with cream or ice cream.

Why not send in your own recipes and the best could be published in future editions! Send to the **Get in touch** address overleaf. Submissions should be no more than 350 words in length.

## REACT

## Report to Ensure Action Can be Taken

**Bolton  
at Home**

Member of  
**Homes for  
Bolton**

Bolton at Home has successfully introduced the **REACT** initiative to all its employees and now encourages customers to help us maintain neighbourhood standards by making a quick phone call or visit to report any problems.

Bolton at Home continues to invest a great deal of time, money and effort to improve neighbourhood standards and the quality of life for customers.

Unfortunately, incidents out of our control, such as vandalism, graffiti, fly-tipping and burst water pipes, can spoil this good work if they are left unreported.

So please be aware of anything that needs reporting in your area and REACT - Report to Ensure Action Can be Taken.

A list of useful contacts are provided overleaf for you to keep. Please phone the numbers directly or call into any Bolton at Home neighbourhood office to report any problems you see. If you do not know the number of your local neighbourhood office, please phone 01204 333333.

# Your home, **your world**

While Bolton at Home is committed to protecting the community, it is still important for residents to be aware of potential threats to their safety and take steps to protect both their personal security and that of their home and belongings.

## **Basic safety measures are easy to implement and even easier to maintain.**

### • **If in doubt, keep them out!**

Never let anyone into your home without checking for ID. This is crucial to your personal safety.

### • **Batten down the hatches.**

Lock all windows and doors before going to bed at night and keep them locked in the day-time, even if you are at home.

### • **Don't create temptation.**

Avoid leaving money, keys or other valuable belongings on show around the home. Seeing cash lying about or keys to the car parked just outside may be just the encouragement a potential thief needs to target your home.

• **Be vigilant.** Break-ins and defacing of community property can often be avoided. Let us know about anyone behaving strangely or suspiciously.

• **Spread the word.** Teach your family and friends the importance of staying safe through basic, routine steps.

Having home contents insurance is also very important should the worst happen.

Your home contents insurance leaflet from Bolton at Home and Bolton Council contains full details of how to achieve peace of mind at an affordable cost. Full Accidental Damage cover is available at an additional premium.

Customers can take out insurance with Bolton at Home through Norwich Union (changing to Aviva in June 2009) as Bolton Council does not automatically insure furniture, belongings or decorations against theft, fire, vandalism or burst pipes.

The cost of this insurance is payable along with your weekly rent. You will be covered for:

- Household goods and contents insured whilst in your home
- Theft of keys
- Personal liability

A home contents insurance leaflet can be obtained from any Bolton at Home neighbourhood office or by phoning the Debit Control Team on **01204 335246**.

## Get in touch

Door to Door,  
Bolton at Home,  
1-3 The Courtyard,  
Calvin Street,  
The Valley,  
Bolton  
BL1 8PB

Phone: **01204 335409**

Email:

[editor@boltonathome.org.uk](mailto:editor@boltonathome.org.uk)

Website:

[www.boltonathome.org.uk](http://www.boltonathome.org.uk)

If you require this information in any other format, including translation, braille, audio or large print, please phone

**01204 335409.**



Abandoned vehicles - Greater Manchester Police  
**0161 872 5050**

Antisocial Behaviour Action Line - Bolton Council  
**01204 336500**

Crime - Greater Manchester Police  
**0161 872 5050**

Crimestoppers - Police  
**0800 555111**

Water bursts on roads and pavements - United Utilities  
**0800 330 033**

Flytipping - Bolton Council  
**01204 336632**

Gas smell - National Grid  
**0800 111 999**

Graffiti removal - Bolton Council  
**01204 336635**

Litter - Bolton Council  
**01204 336632**

Road and pavement repairs- Streetcare, Bolton Council  
**01204 336600**

Sharps hotline (discarded needles) - Bolton Council  
**0800 731 9835**

Stray dogs (dog wardens) - Bolton Council  
**01204 336930**

Street lighting and faulty street lights- Bolton Council  
**01204 336667**

Traffic lights and pelican crossings - Greater Manchester Urban Traffic Control Unit  
**0845 600 1220**

Vandalised bus shelters - JCDecaux Manchester office  
**0161 873 8800**

**Bolton**  
at Home

