

# West View Wellbeing Project



## Final Report

## July 2014



## Background

West View is a neighbourhood in Fleetwood with 676 homes and 3615 residents. The estate was originally built in 1952 as a new Council estate. In 1996, Wyre Housing Association received ownership of 637 properties following Large Scale Voluntary Stock Transfer. The majority of these general-needs properties are family-sized homes. Wyre Housing Association became part of the Regenda Group in 2005.

Regenda is currently embarking on a 10 year Neighbourhood Plan in Limehurst, Oldham to work with residents and partners of Limehurst Village to develop a long term plan and vision for the area.

The Regenda Group wishes to implement a similar process in West View, rooted from the beginning in the views of local residents on the best use of resources. Accordingly, the project initially focuses on a community engagement process led by residents connected to the West View Community Association. This first year's work will lead to a three year investment proposal to be submitted to Regenda Board.



West View Community Centre, Eden Avenue

## **AIMS OF THE PROJECT**

**The ultimate aim of the project is to engage residents in neighbourhood planning and to create a profile picture of the estate, leading to the creation of a Neighbourhood Development Plan for the West View estate which focuses on wellbeing and health, housing, environment, community assets and local facilities (and any other issues identified by the local residents).**

Regenda want the outcome of this project to be protection of their future income levels through community and asset investment for the next 20 years and ensuring that homes remain let-able in the future. Short- term gains are expected to be achieved through lower levels of turnover, creating community capacity, closer engagement and increased satisfaction with the neighbourhood as a place to live.

## **OUR LIFE'S PROPOSAL**

In January 2014, Our Life created a proposal which outlined a resident-led engagement project: a Community Engagement Specialist from Our Life would recruit and train a residents' group to become 'wellbeing explorers' on their own estate, with Regenda paying for their work. The recruitment and training would be undertaken by our life, supported by the West View Community Association from their community centre based on the estate.

After initial training, the Wellbeing Explorers would begin conversations with their fellow residents to map the assets and challenges on the estate, and seek community ideas about how to make improvements to wellbeing. These interviews would form the basis of an Explorers presentation to a Multi-Agency feedback session in July 2014, bringing residents and agency workers together to deliberate on an action plan to guide agencies and communities towards more effective responses to local concerns.

**This Report outlines how the Project was carried out and the lessons which emerged in practice.**

## **THE WELLBEING PROJECT**

The project was envisioned in five stages:

- April 2014 – Recruitment of ten Explorers
- May 2014 – training of explorers in well-being concepts and community engagement
- June – July 2014 – engagement
- mid July 2014- Feedback event with agencies, with final report at end July 2014
- September 2014: Forward Plan

## RECRUITMENT

From 18<sup>th</sup> March – 1<sup>st</sup> April 2014, ten residents were recruited with invaluable help from West View Community Association volunteers. Our Life's Community Engagement Specialist organised two information days at the Community Centre, aided by widespread leafleting by Community Association members.

The initial intake of Wellbeing Explorers was finalised in very informal interviews; interested residents were invited to use a map of the estate to talk about their own views on the assets and challenges, and they used different coloured note-its to represent issues on the map. This taster session of community engagement methods reassured them that the work would be fun and well-received by all sections of the community. A diverse range of Explorers were recruited, from 18 years to 75 years of age, developing quickly into a friendly and supportive team with their shared commitment to improving life on the estate. Each week would involve 2.5 hours of training and research work, in return for £20 High Street Vouchers.



West View Community Explorers

## TRAINING



Training began on 8<sup>th</sup> April. The first session focussed on mapping the Explorer's own views on the strengths and weaknesses of life near their own homes, and exploring their ideas for improvement. This group-work helped them to develop some shared insight into each other's lives and realise that there are different experiences and perspectives, influenced by your personal profile (age, gender, ethnicity, length of residency etc) and where you live on the estate. It also illustrated the range of issues likely to be raised by other residents, and reinforced their confidence in using maps and note-its to record people's experiences and viewpoints.



This initial training session was attended by Steve Newsham, Regenda Regional Director, and developed into an eye-opening exchange of stories about the positive and negative aspects of life on West View estate. It was immediately clear that resident-led engagement could delve more freely into a range of issues often invisible to professional staff who aren't living on the estate.

At the beginning of Training Session Two, the Explorers said that they had enjoyed last week's mapping so much that they would like to try using the method in their community immediately to see what other residents would say. They agreed to use three basic questions to map local people's views on the estates' positives, negatives and possible improvements. On a hot, sunny afternoon, they took their laminated map and a table to the shopping area on Chatsworth Avenue, and launched into their first public interviews with residents.



In two hours the group conducted over 30 conversations, recorded as note-its on the map and then transferred to a logging sheet provided by Our Life from the earlier Limehurst Project.

Afterwards the group reflected on their first experience of engagement work, and decided that the mapping method restricted how many people could be engaged simultaneously. In future the Explorers would use the map to attract interest from passers-by, and then work in pairs to interview people.

Session Three was devoted to understanding wellbeing concepts to help guide our conversations and questions. We used Our Life's "Fair Deal For Wellbeing" discussion kit to examine what wellbeing can mean by playing a card game which profiles five invented characters and invites the group to work out which character most benefits from each of the key influencers of well-being: it's a positive exercise in recognising people's pluses

as the starting-point. By focussing on good things first, people don't become demoralised by all of the negative things and give up immediately in the face of a very steep hill. The group debated which character wins the card, and these debates started to draw out a number of lessons: the most harassed people still have positives to build on – whether it is friendships, their own positive mind set, a determination to reach out, and more. As the round progressed, the group learnt about different dimensions of well-being: it isn't just about physical health (activity) and diet but includes *emotional well-being* (feeling safe/time to enjoy ourselves/being aware of our environment/feeling useful/keep learning new things); *economic well-being* (having a good job/income/warm home); *social well-being* (living in a decent place; supportive relationships; community spirit; respect and equality).

The group's insights into wellbeing was utilised to create and refine a set of seven questions to offer residents: .

WHAT ARE THE **BEST THINGS ABOUT LIVING HERE?**

WHAT WOULD YOU LIKE TO SEE **IMPROVED?**

WHAT WOULD ATTRACT YOU TO THE **COMMUNITY CENTRE?**

WHAT DO YOU THINK ABOUT THE **CONDITION OF THE ESTATE?**

HOW WELL DO PEOPLE OF **DIFFERENT AGES GET ALONG HERE?**

WHAT MAKES YOU FEEL **SAFE & UNSAFE HERE?**

**ANY OTHER COMMENTS ON LIFE IN WEST VIEW?**

The next stage in their training was to develop impartiality in their research work; they all had strong personal views on the issues on their estate, so they worked on how to ensure that their interviews were based on open questions, without leading residents through tone of voice or body language. By recording their own views in paired interviews and including them as single records in the overall research, they were able to ensure that their own voices would feature in the project, and this helped them to let go of their own issues so that they could faithfully listen to others.

After a second session of street interviews, using the expanded set of questions, the findings were discussed by the group and summarised as coloured circles on a map, showing the assets, liabilities and ideas for improving the estate. This map was shared with the project commissioner, who was impressed by the quality of the initial research and decided that it was an appropriate time to invite stakeholders in the Council and Regenda to look at some of the issues, as a prelude to the July feedback event.

## THE TOUR

The engagement work was suspended for three sessions so that the group could:

- plan what they would be saying to Councillors and Officers, and where to take them on a tour of the estate
- deliver a tour of the estate for Councillors and Officers, to explain the project and highlight the initial findings,
- meet a Fleetwood Weekly News reporter on the third session.

While this profiling of the work was not originally planned in the project proposal, it was instrumental in engaging influential people in advance of the July Feedback event, helping to create a strong base for co-production later on.

One of the main areas of interest on the tour were the empty local shops, with a suggestion that they could provide a base for a larger community centre



This possibility was investigated subsequently by Regenda but the two vacant premises had already been sold. Future opportunities may lead to a Regenda bid.



A second focal point of the tour was the large grassed-area near St John's Avenue and Derwent Avenue:



This green space had recently been the subject of some complaints about ball-games, so it was agreed that the Explorers would make a special door-to-door survey to find out residents' views on the best uses of the green. The results of this research are outlined later in this Report.

The Fleetwood Weekly News encounter with a local journalist was very positive, resulting in excellent press coverage which further raised the profile of the Explorers and boosted morale. It also gave the Explorers an opportunity to use the press cutting as the front page of their own newsletter, which they delivered to every house on the estate. The newsletter addressed the revealed issue of lack of awareness of the existing activities at the community centre.

**Prize Survey** NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 PHONE \_\_\_\_\_

**QUESTIONS:**

1. WHAT ARE THE BEST THINGS ABOUT LIVING HERE?
2. WHAT WOULD YOU LIKE TO SEE IMPROVED? HOW?
3. WHAT WOULD ATTRACT YOU TO THE COMMUNITY CENTRE?
4. WHAT DO YOU THINK ABOUT THE CONDITION OF THE ESTATE?
5. HOW WELL DO PEOPLE OF DIFFERENT AGES GET ALONG HERE?
6. WHAT MAKES YOU FEEL SAFE & UNSAFE HERE?
7. ANY OTHER COMMENTS ON WEST VIEW?



## THE RESEARCH

From 21st May to 1st July 2014, the Explorers engaged 236 residents. They created their own plan for reaching people from all backgrounds, starting with easiest-to-reach opportunities amongst their friends and neighbours and then mapping ways of engaging with diversity, including children aged 5-12, children aged 12 -14, youth, parents & families, men, women, elders, BME residents, gay people, people with disabilities, and hobby groups. They created a profile of all of the places where diverse social groups might be found, and used this to ensure that no one could be considered 'unreachable'. In the interests of Quality (inclusive work and depth of discussions), sheer Quantity of interviews was reduced accordingly.

## ANALYSIS OF FINDINGS

The completed interview sheets were analysed at the beginning of July 2014 and revealed the following:

**THE MAIN ASSETS** identified by the community are:

**the community spirit/ friendship/ family / neighbourliness (82 mentions)**

*"It's a smashing, lovely and warm place – we all get on alright"*

(female, aged 55+, Chatsworth Avenue)

*"Everyone looks out for each other"*

(male, 30-39, Eden Avenue)

*"We all get on well but sometimes there's conflict between elderly and teenagers"*

(female, 18-29, Eden Avenue)

**feeling safe (60)**

*"Neighbours and friends make me feel safe"*

(Female, 40-49, Eden Avenue)

### **the beach (32)**

### **the Community centre (16)**

*“we need it to build bridges and have multi-use facilities for all”*

(female, 55+, Derwent avenue)

### **Green spaces/parks (16 )**

*“our cul-de-sac is a safe place for kids to play, away from cars”*

(Female, 30-39, Birkbeck Place)

## **THE POTENTIAL ASSETS IN NEED OF IMPROVEMENT:**

### **Parks and Green spaces (71):**

(27 people commented on the need to clean up glass and dog mess, replace fences, and provide better lighting and lockable gates at night to deter ASB from drug-users, drinkers of alcohol, people having sex in public, and children urinating)

*“Stop dog poo on the parks”*

(Female, 30-39, Derwent avenue)

*“Neighbours complain about ballgames on the grass but there’s smashed glass on the park and it’s not safe to leave my kids alone there”*

(Female, aged 30-39, Birkbeck place)

*“If the green was a park the kids wouldn’t be playing on the roads”*

(Female, aged 18-29, Derwent Avenue)

*“Parks have lots of drinking on them, and glass everywhere”*

(Female, 18-29, Crake Avenue)

Eamont Park was singled-out by 34 residents as a space in urgent need of improvement:

*"Eamont Park is a disgrace, a dumping ground for fly tippers"*

(Female, 30-39, Wansbeck Avenue)

*"We need Eamont Park to be a park for kids, lit-up at night with gates. Instead it's full of needles and smashed glass"*

(Female, 18-29, Stanley Grove)



Eamont Park

Green spaces were generally regarded as important resources but in need of better care:

The Explorers interviews on St John's Avenue and Derwent Avenue focussed on the potential development of the green space in front of the houses, and found that many residents were keen to keep the green space and use it more creatively:



*"If the green was a park the kids wouldn't be playing on the roads"*

(Female, 18-29, Derwent Avenue)

*"I'd like soft play areas for babies and little kids"*

(Female, 18-29, Leven Avenue)

Martindale Avenue park was often mentioned as an exemplar of how a park should be created and maintained:



Martindale Park

**The Community Centre** was perceived by 69 people to be too small, and lacking in communication about what's on offer. Residents would appreciate more activities for adults and parents, and more for children and young people after 4pm.

*"We need a bigger community centre and more involvement with people around the estate"*

(Female, 55+, Chatsworth Avenue)

*"The community centre needs to be bigger and advertise things better"*

(Male, 18-29, Derwent Avenue)

*"We need a snack bar for people to meet up"*

(Female, 55+, Knowsley Crescent)

*"Somewhere for parents to go to talk to someone for help or support"*

(Female, 40-49, Chatsworth Avenue)

## CHALLENGES:

The appearance of the estate was criticised by 146 residents:

52 people lamented the state of some private houses and some gardens;

*"Some houses are lovely and others are run down and make the place look a mess"*

(Female, 18-29, Leven Avenue)

*"Private landlords need to be made to keep their properties and gardens respectable"*

(Female, 55+, Leven Avenue)

*"Bulldoze Crake and Rede and build new homes"* (male, 55+, Knowsley Crescent)

32 people were upset about the litter and glass, and 34 mentioned dog mess

*"The streets need cleaning, bins need emptying more often"*

(Female, 40-49, Hodder Avenue)

*"I'm sick of walking my dogs and seeing other people's dog mess"*

(Female, 40-49, Chatsworth Avenue)

10 residents mention 'tatty' shops ;

*"The shops look a mess"* (Female, 18-29, Duddon Avenue)

18 people talked about fly-tipping in the alleyways;

*"People from other streets dumping their rubbish"*

(Female, 30-39, Birkbeck place)

**Community Safety** was the major concern for 110 residents. Although 60 people felt very safe on the estate, other residents raised concerns about the following aspects:

Young people hanging around shops at night (28 mentions, particularly from elderly people, women and children)

*"I feel safe when I'm in my own home and the door's locked.*

*It feels unsafe when I need to go to the shops and see a gang of kids"*

(Female, 55+, Leven Avenue)

*"I don't go out at nights as there's a gang of lads around the shops"*

(Female, 55+, Chatsworth Avenue)

**Unsafe parks, especially after dark (27)**

*"Something needs doing about drug dealing on the park "*

(Male, 50-54, Medlock Avenue)

**Road safety (26)**

*"The 20 mph speed limit isn't stuck to—we need cameras instead"*

(Female, 50-54, Wansbeck Avenue)

**Children's behaviour (17):**

*"Fleetwood has a great sense of community but needs more for the kids to do. They need to be occupied to stop gangs loitering around shops and street corners as it is quite intimidating" (Female, 40-49, Chatsworth Avenue)*

**Darkness exacerbated the sense of unease felt by residents(15):**

*"We need better lighting on the alleys and parks" (Female, 18-29, Eamont Place)*

**Drug-dealing** made people feel threatened:

*“the drugs are so easy to access. That’s why I moved to Blackpool from Eden Avenue, as it wrecked my life”* (Male, 50-54, Blackpool, ex-resident visiting a friend)

**Anti-Social Behaviour** was discussed by 108 people: the previously-reported concerns about drug-use, alcohol abuse and young people hanging around featured in most of these interviews (26 mentioned youths hanging around, 16 on kids misbehaving, 18 mention alcohol on streets, 31 mention drug use/dealing):

Unfriendly adults was also a concern for 17 people, who felt like outsiders:

*“Fleetwood people aren’t as welcoming to out-of-towners”* (Female,30-39,Eden)

These challenges were not construed as reasons to give up on local young people and children: many residents recognised that there weren’t enough activities for children (100 mentions) or young people (44)

*“I feel for teenagers who get judged when they have nowhere to go”*  
(Female, 30-39, Chatsworth Avenue)

*“I hate it when I walk past the elderly and they look scared of me”*  
(Male, 18-29, Derwent Avenue)

*“We need something for my age to do so when we are out on the beach or park or shops we can’t get told off for being there. Even if we are just having a laugh we get people complaining and we get moved on”* (Female, under 18, Eden avenue)

**The Chatsworth Avenue shops** were criticised by 66 residents, for their run-down appearance and lack of variety:



*“We need more shops, like a butty shop, butchers, fruit and veg, and a sweet shop”*  
(Female, 18-29, Duddon Avenue)



**Better service delivery by agencies** was seen as a key way of improving youth facilities (30 mentions) , for more police patrols (15) and faster response for repairs:

*“The Council and Regenda need to focus on doing more for those who can’t do it for themselves”* (Female, 30-39, Brock Avenue)

*“The place looks tired—it needs some work doing to smarten it up”*  
(Female, 18-29, Medlock Avenue)

*“ I need dropped pavements near Wansbeck and Duddon for my wheelchair”*  
(Male, 55+, Wansbeck House)

## **RESIDENTS’ IDEAS FOR TACKLING THE CHALLENGES/ IMPROVING WELLBEING :**

**Clean-ups:** 141 mentions (Houses 48, Dog Bins 34, Streets 32, Parks 27)

**More activities for children:** (103) (linked to improvements in community centre, parks and green spaces – 19 young people want Eamont Park to have play equipment)

*“Kids need somewhere to go away from drugs and alkies”*

(Female, 18 –29, Rede Avenue)

**A new youth club** (49) with lots of activities:

*“sports, games, PC/xbox, music and dance, trips”* (views gathered from 39 young people)

**Drugs action:** (31)

*“The electric station needs fencing-off—I found needles there”*

(Female, 30-39, Medlock Avenue)

*“the old have to stop dealing drugs to under-age kids”* (Male, 30-39, Rede Avenue)

TRAFFIC CALMING (26) (Chatsworth Ave, Grange Ave, West View roundabout)

ALCOHOL ACTION (18)

POLICE PATROLS ( 15)

BETTER LIGHTING (15)

HOUSE BINS (smaller, more regular collection) (11)

CCTV (9)

## THE FEEDBACK SESSION

On 17th July 2014, the findings of the research were shared with 39 attendees at Fleetwood High School (see appendix one) . After introductory remarks from Steve Newsham (Regional Director, Regenda) and Garry Payne (CEO, Wyre Borough Council) , the Explorers work was explained through an Our Life powerpoint presentation which outlined how they were recruited, trained and how they conducted their work with residents.

The powerpoint concluded by setting-up action-planning exercises: four tables were hosted by a Regenda facilitator who had received Our Life support to plan their roles.

Each table started by looking closely at one of the four themes identified by the explorer’s research:

- Community Spirit,
- Estate Appearance,
- Community Safety,
- Parks & Green Spaces.

Each of these themes had a prepared action planning sheet, listing the findings and inviting participants to suggest appropriate response by residents, agencies and both together:

| THEME                                   | POSITIVES/<br>ASSETS  | NEGATIVES/<br>CHALLENGES   | RESIDENTS<br>IDEAS FOR<br>IMPROVE-<br>MENT   | WHAT RESI-<br>DENTS<br>COULD DO<br>FOR THEM-<br>SELVES | WHAT RESI-<br>DENTS &<br>AGENCIES<br>COULD DO<br>TOGETHER | WHAT<br>AGENCIES<br>COULD DO<br>TO IM-<br>PROVE SER-<br>VICES |
|---|---|--|--|--|---|---|
| <b>PARKS &amp;<br/>GREEN<br/>SPACES</b> | The children’s<br>play park<br><br>Green spaces<br>outside houses | Parks: glass and<br>dog mess,<br><br>broken fences,<br><br>unsafe for chil-<br>dren due to ASB<br>from drug-users/<br>sex / urination/<br>drinking<br><br>No ball games,<br>loss of bonfire, | clean up<br>glass and<br>dog mess,<br><br>replace<br>fences,<br><br>deter ASB:<br>better<br>lighting so<br>safer at<br>night, p<br><br>police pa-<br>trols |  |   |   |

The Explorers joined the agencies in thinking about possible actions to meet the needs expressed by residents. After completing one theme, the facilitator moved to the next table to repeat the exercise more briefly and gather new ideas. After all four themes had been tackled by everyone, the participants added red dots to any issues which seemed to offer possible “quick wins” to develop the momentum of partnership work and community action.

## **ACTION PLAN IDEAS FROM THE FEEDBACK EVENT WORKSHOPS**



The Feedback Event

### **A) Community Spirit**

#### **What the community could do themselves**

(issues in red text were designated 'quick wins')

Prepare for a new community centre by :

Identifying space needed

Look for a venue for a new centre

Join voluntary groups and share ideas

Ask people what activities they want

Use existing venues (Sure start, school, library)

More dreamscheme activities

Develop their own studio

Develop a regular newsletter :

Create a newsletter team

Promote local residents' business

Develop ideas for articles

Identify volunteers

Use The Link magazine to advertise community events



Volunteering

Gardening volunteers

Young people shopping volunteers

Volunteer to run a youth club

Inter-generational activities

Befriending service

Use of Leisure Centre

Social trips

What communities could do with agency help

Community centre

Create a project team to focus on development of new community centre

Identify satellite buildings to host larger meetings eg Wansbeck House

Develop 'pop up' centres

look for funding opportunities

Develop 'Beach' view

### Volunteering

Garden swap shop

Garden Tool Library

Garden tools storage (garage?)



Elders exercise areas

### Mapping

Mapping of local talent, business start-up/ social enterprise, funding, training/ support

### Media

Examine other ways of communicating

## What agencies could do

### Community Centre

Provide funding for venue and classes

Crowdfunding for projects

Lottery bid for a Wellbeing Centre to address loneliness

Ask GPs to refer residents to activities

Lifelong Learning classes

Outdoor gym at Eamont

### Services

Develop an action plan with appropriate partners

Increase police visibility

Develop the library

Utilise land for new development (revamping)

### Newsletter

Facilitate newsletter training and funding and distribution



## **B) Parks & Green Spaces**

### What the community could do themselves

Weekly clean-ups

Pick up dog mess

Report dog mess, tipping, damaged fences, and glass (and offenders)

Monthly meeting to assess ASB

Set up a Time Bank

Set up men's sheds – to share joinery skills etc with young people

### Park action

set up a "Friends of the Park"

Hold public meetings to discuss the state of the parks

organise rounders and cricket

### Education/ attitude change

educate about perils of dog mess

kids educated to take pride in parks and open spaces

use newsletter to promote thinking

use facebook, to raise awareness

### **What communities could do with agency help**

seek funding to transform green spaces

party in the park – a fun day to raise awareness and funds

work with Mark Billingham (Wyre Borough Council) to tackle dog mess issues

Environmental audits/ walkabouts/ spotchecks of litter, fencing

Clean-ups

co-ordinated enforcement with anonymous reporting

draw up a plan to solve dog mess, glass, litter

mediation over ASB – a restorative approach

residents and agencies monthly meeting on policing issues – drink, public sex, drugs etc

create a pool of volunteers to run park activities, with DBS training and registration

provide equipment for community sports



meeting with residents on transforming Derwent park

management committees

funding bids (LCC's community project team)

volunteer shop to identify who would volunteer for trips, shopping etc

create community incentives for active residents eg vouchers for fruit and veg

volunteer wardens for green spaces



### **What agencies could do**

Promote use of Sure start outdoor play space during day

More police patrols

Use Community Payback people to work on green spaces (contact Adam at Probation)

Replace fences (Regenda & Council)

Lighting and fences maintained

Groundwork support on Green spaces

Apprenticeships

Sports training / sports events

mobile unit for ICT (Lancs Lads & Girls Club)

Dog bin provision

Park Areas community hub

Increase number of bins (Council)

Increase public awareness of agency help and services – better signage and information, Regenda newsletter for all residents, Regenda facebook page

Agencies to be aware of issues and offer practical ideas and help

Increase ASB patrols

More Trading Standards visits to shops to tackle sales of alcohol to under-age

Organised bonfires at Marine Hall, with transport

Tailor services to meet local needs

Youth Offending Team work with youth involved in ASB to include them in new developments

Enforcement against persistent offenders

## **C) Appearance**

### **What the community could do themselves**

Take rubbish to the tip, report problems online, make residents aware of the reporting system

### **What communities could do with agency help**

Community Clean-up days – involve young people

Design of own spaces by young people, including tree-planting

Kids designed bins

Monthly meetings

## What agencies could do

Educate children about cycling safely

Sure start parenting programmes

Police patrols

Get agencies to work together and reduce duplication to free-up resources

Restorative Justice

Regular presence on the estate

Ring & Ride

Hand held speed cameras

Speed bumps

Flashing signs to reduce speeding

Change the layout of roads

Better pavements

Restart the PACT meetings

CCTV

Gym facilities at Eamont and Derwent

Lancashire Sport activities

Better lighting

Heatwaves

Grit deliveries for vulnerable

Affordable Heating schemes



