Living well in later life

A guide to older people’s services
A guide to older people’s services

Stevenage Borough Council values its older residents. We want to support our older people to remain in the homes they love and stay independent longer. To help us do this, we are working closely with our partners and the community to improve communication and provide valuable information and guidance about local services.

Our population is getting older, people are living longer and not everyone has family support. There is an increasing need for information and advice to help residents get access to the right service at the right time.

This guidance will signpost older people and their families or carers to a service that can help or support them when they need it. It will also help give older people a good quality of life with information and advice about increasing social activity, improving health and well-being, maintaining personal safety and reducing isolation.

Richard Henry
Portfolio holder for Safer Communities, Older People and Health
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1. Living at home

Home Care
Homecare services can provide support for you at home with a range of tasks including, washing, dressing and bathing, getting in and out of bed, chair or on and off the toilet. Also help with getting a meal or drink or managing medication.

You can apply to Hertfordshire County Council for an assessment of your needs to see if you are eligible for support at home. Initially homecare is usually provided in a way that helps you regain some of your independence. You can also arrange homecare services for yourself. There are contractors registered with the council and private suppliers who provide these services.

Hertfordshire County Council
www.hertsdirect.org

Hertfordshire Community Meals
Meals are delivered 365 days a year to your home, piping hot and ready to eat between 11.30 am and 1.30 pm on weekdays and between 11.30 am and 2 pm at weekends. The optional breakfast and tea meals are also delivered at the same time. A frozen meal service can also be provided. All staff wear a uniform and carry an identity badge.

Meals on Wheels
01462 678428
www.hertscommunitymeals.co.uk/
Home Adaptations and Equipment

These are changes or alterations made to your home to make life safer and easier to manage. You can either purchase adaptations and equipment directly yourself, or you may be eligible for support from Hertfordshire County Council Health and Community Services team or Stevenage Borough Council, subject to an assessment.

If you live in a council-owned property the council may be able to help you with some adaptations. We may have alternative accommodation that would be more suitable. Your tenancy advisor will be able to advise you further on this. If you do make alterations or adaptations to your home that are not done through the housing service, you must let your tenancy adviser know. You should seek permission prior to making any changes.

Minor adaptations

These are small low-cost changes that can be made to your home, for example:

- grab rails around the bath, shower or toilet or by the front or back door
- a second stair rail to make it easier to go up and down stairs
- short ramps or small steps to doors
- a community alarm – a pendant alarm button to wear around your neck or wrist which you can press if you become unwell or fall and emergency help will be called for you.
Major adaptations
These are usually quite costly and may mean a lot of alterations to your home, but can make a big difference to your life; for example:

• level access showers or wet rooms
• a stair lift or through floor lift
• long ramps, altering rooms and widening doorways

Disability Equipment
Disability equipment and aids can help you manage more independently at home in a number of daily situations, including mobility, bathing, in continence, seating, eating/drinking, dressing and much more. As with adaptations support may be available subject to assessment through Herts County Council. If you are a council tenant please discuss with your tenancy advisor at Stevenage Borough Council in the first instance.

Hertfordshire County Council
www.hertsdirect.org

Herts Action on Disability
01707 324581 www.hadnet.org.uk

British Red Cross
0844 412 2772
www.redcross.org.uk/bhequipment

Hertshelp
0300 123 4044 www.hertsdirect.org

Stevenage Community Trust
01438 525390 www.stevenagecommunitytrust.org
Disabled Facilities Grant

If you or someone living in your property has a disability you may qualify for this grant towards the cost of providing adaptations and facilities to enable you to continue to live at home. If you meet the criteria you may be able to get help with work to your home to make access to the living room, garden, bedroom and bathroom easier. The grant can also help pay to improve or provide a heating system which is suitable to the needs of the disabled person. If you are a council tenant please discuss with your tenancy advisor in the first instance.

Stevenage Borough Council
01438 242242
www.stevenage.gov.uk

Hertfordshire County Council
01438 737400
www.hertsdirect.org
Hospital Discharge
The hospital discharge scheme provides practical and emotional support to help older people maintain their independence after a stay in hospital. The team can take older people back home, ensure they have enough food and adequate heating and help with collecting prescriptions and shopping.

Lister is a carer friendly hospital and offers support to carers on admission to and discharge from hospital, plus a range of discounts and benefits to carers who are supporting friends and relatives in hospital. These include transport and parking concessions.

E&NH NHS Trust
www.enherts-tr.nhs.uk

Lister Hospital
01438 314333
www.hds.lister@ageukherts.org.uk

Winter Warmth
The Cold Weather Plan for England 2014 gives advice on preparing for the effects of winter on people’s health. These are the room temperature recommendations for your home:

Heating homes to at least 18°C (65F) in winter poses minimal risk to the health of a sedentary person, wearing suitable clothing.

Daytime recommendations
The 18°C (65F) threshold is particularly important for people over 65yrs or with pre-existing medical conditions.
Having temperatures slightly above this threshold may be beneficial for health.

**Overnight recommendations**
Maintaining the 18°C (65F) threshold overnight may be beneficial to protect the health of those over 65yrs or with pre-existing medical conditions. They should continue to use sufficient bedding, clothing and thermal blankets or heating aids as appropriate.

Stevenage Borough Council Energy and Sustainability Strategy ‘*Warm Homes For Life*’ is due to be published in Autumn 2015 with information to be published on the web site.

**Warmfront**
0300 123 1234
(Government backed scheme to improve insulation or heating in your home)
www.gov.uk/government/publications/
cold-weather-plan-for-england-2014

**Hertshelp**
0300 123 4044 www.hertsdirect.org

**Stevenage Borough Council**
01438242242 www.stevenage.gov.uk

**Herts Healthy Homes**
0300 123 4044 www.hertsdirect.org

**Public Health England**
020 7654 8000 www.gov.uk

**Citizens Advice Bureau Stevenage**
03444 111 444 www.stevenagecab.org.uk
Condensation and Mould

Condensation occurs mainly during cold weather when moisture in the form of little drops of water appears on cold surfaces where there is little movement of air. The moisture can come from a person’s breath; (an adult can breathe out one pint of this during the night), or from drying clothes, tumble dryers, cooking and showers or baths. Leaks, blocked gutters, eroded walls and poor damp proofing can also cause condensation.

To overcome this problem and prevent mould growing in areas of condensation it is important to have good ventilation throughout the property. Use extractor fans, vent tumble dryers. Keep doors shut when bathing and dry clothes outside. Maintain a low level of background heat and keep furniture away from walls to allow air flow. Do not block permanent ventilators. It is also good to insulate your loft and consider cavity wall insulation. Wipe down surfaces regularly to prevent mould growing, this can be done with a fungicidal wash. If you are a council tenant you should contact the repairs service in the first instance to report the problems that you have. We will investigate to see if there are any defects to your home that are causing the problem and give you advice on how you can help to reduce damp and mould in your property.

Private tenants should contact their landlord. Stevenage Borough Council tenants:

**To report a repair**
01438 211011 or 0800 1123444 www.stevenage.gov.uk

**Out of hours emergency** 01438 314963

**Energy Efficiency Advice Centre** 0800 512012

**Energy Savings Trust** 0300 123 1234
Welfare

The Care Act 2014
The implementation of this new act means there will be changes in the way older people’s services are delivered. Hertfordshire County Council Health and Community Services will be responsible for delivering the changes from April 2015. This document will be updated to reflect the changes as they come into being.

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Welfare Reform
Major changes are also happening to the benefit and tax credit system. These will affect some people going into care homes, as well as the benefits of any family members who remain at home.

One of the main changes will affect you if you are not of pensionable age and have more bedrooms than you need. If you are claiming Housing Benefit you could lose up to 25% of your benefit if you have two or more rooms “spare”. If you are a council tenant, or a housing association tenant who is affected by these changes, we may be able to help you move to a more affordable property. You should contact the Under Occupation Adviser on 01438 242666 to discuss your situation.
Pension Changes
The main benefits for older people (pension credit and attendance allowance) will remain outside of the welfare reform system. However a number of changes are being made which will affect people aged 60 and over. In particular, the pension age for women born after 5 April 1950 is gradually increasing from 60, so that by November 2018 it will be 65, the same as for men. The age for both men and women will then rise further to reach 66 by October 2020 and 67 between 2026 and 2028.

In addition, a new flat rate (single tier) state pension will be introduced for new pensioners in April 2016. The pension will be worth around £150 a week and require 35 qualifying years of national insurance contributions or credits to receive the full amount. Current pensioners and anyone reaching state pension age before the introduction of the new pension will continue to get their pension in line with existing rules.

Department of Work and Pensions
0845 606 0265 www.gov.uk
Citizens Advice Bureau
08444111 444 www.stevenagecab.org.uk
Care Home Costs

Most people are expected to pay for all or some of the costs in a care home from their own income or capital. You will be expected to pay the care home fees in full if you have more than £23,250 in capital or assets or income high enough to meet the cost of the care home. There are three types of residents in care homes: permanent, temporary and those who are resident for a short break or trial period. The type of stay can affect the way your resources are treated and how benefits are calculated.

There are major plans to reform adult social care, most of which will be implemented in 2016.

If you think that you should be getting free care in a care home, contact NHS Hertfordshire Continuing Healthcare Department on 01707 369574.

**Stevenage Borough Council**
01438 242242
www.stevenage.gov.uk

**Citizens Advice Bureau**
08444111 444
www.stevenagecab.org.uk

**Age UK Hertfordshire**
0845 601 3446
www.ageuk.org.uk/hertfordshire

**Independent Age advice line**
0845 262 1863
www.independentage.org

**Age Concern Stevenage**
01438 314164
2. Looking after someone

Carers’ Assessment
Carers sometimes need a break. This could be for a few hours a week or for a longer period. Their needs and preferences for the type and length of break, along with your own needs, can be assessed to see how you might be supported, including own personal budget and maybe entitlement to carer direct payments. The assessment is a legal entitlement. Hertfordshire County Council Health and Community Services are able to help you. The assessment deals with all aspects of the caring role including physical and mental health and addresses the importance of maintaining balance between the caring role and a life of your own.

Hertfordshire County Council
0300 123 4042
www.hertsdirect.org

Carers in Hertfordshire
01992 586969
www.carersinherts.org.uk

Carers UK advice line
0808 808 7777
www.carersuk.org

Carers Direct advice line
0808 802 0202
www.nhs.uk/carersdirect
Respite Care
There are different ways to provide respite services, such as holidays away from home, day care, or by someone coming in to the home so a carer can go out.

Respite care services aim to provide
• carers with a break if they are caring for someone who needs regular assistance with essential personal care and daily living tasks.
• people with a disability or long term illness with a break from caring for themselves so that they are more able to continue living at home.

One way of providing respite care is through short stays in a residential or nursing home. These can be arranged at regular intervals, known as intermittent care. Short stays may also be arranged for a period of convalescence after a hospital stay. They may be arranged in an emergency or planned in advance.

Carers in Hertfordshire
01992 586969
www.carersinherts.org.uk

Helping You Care Scheme
A regular weekly flexible break, individually tailored to suit your needs. A trained professional support worker can provide support for you or your loved one in or out of the home to give you the carer time to meet with friends, carry out chores or recharge your batteries. Carer breaks are based on need, not finances.

Crossroads Care Hertfordshire North
01462 427012
www.crossroadshn.org.uk
Carer Cafes
Providing social time out at a local venue to meet new people in similar situations. There are also activity workshops, outings, and guest speakers talking on topics of interest to you.

Crossroads Care Hertfordshire North
01462 427012
www.crossroadshn.org.uk

Day Centres

Crossroads Care Day Centre
01462 455578
www.crossroadshn.org.uk

Wisden Court Day Centre
0800 412 5660
www.runwoodhomes.co.uk

Douglas Drive Day Centre
01438 357227
www.douglasdrivesca.wordpress.com

Hertshelp
0300 123 4044
www.hertsdirect.org

Carer’s Register
All G.P. surgeries in Stevenage now use a Carer’s Register and a Carer’s Champion. There are significant benefits to registering as a carer with your local surgery, which include better access to appointments.
Carers in Employment
There are increasing numbers of people in the workplace with caring responsibilities. In recognition of this changing and diverse workforce, the government is actively encouraging employers to allow flexible working patterns. Carers are now protected from being treated less favourably, directly discriminated against, or harassed because they are caring for someone who is disabled. Useful information on this legislation can be found on the www.gov.uk website.

Carers in Hertfordshire
01992 586969 www.carersinherts.org.uk

Carers’ Passport
Unpaid family and friend carers that live, work or care in Hertfordshire are eligible to apply for a Carer’s Passport. The Carer’s Passport is a photo-ID discount/concession card that offers unpaid carers discounts and concessions on a range of goods and services across the county. Whether it’s joining the gym, shopping, relaxation, dining or entertainment there are a vast range of offers to discover.

Carers in Hertfordshire
01992 586969 www.carersinherts.org.uk
Lister Hospital Car Park
There is concessionary parking for all members of the public which is beneficial for carers who need to visit frequently and/or when patients are staying in hospital for a long period. Concessionary tickets can be purchased from the Vinci parking office located at the ground floor of the multi-storey car park.

E&NH NHS Trust
01438 314333
www.enherts-tr.nhs.uk

Carers’ Benefits
Carer’s Allowance is the main benefit for people regularly caring for someone who is ill or disabled and getting attendance allowance, disability living allowance care component at middle or higher rate or the daily living component of personal independence. The cared for person can be a relative, friend or neighbour. You may not get carer’s allowance if you are already getting a different benefit, for example, state pension or contributory employment and support allowance.

The Carer’s Credit protects carers’ pensions to make sure that when they reach retirement they don’t face a reduced State Pension.

For the person you care for:
Attendance Allowance (AA)
This is paid to people aged 65 and over who are in need of a lot of assistance with personal care or require supervision.

Personal Independence Payment (PIP)
PIP is a new benefit which replaced Disability Living Allowance (DLA) although some people may still be
getting this. Awards of PIP are based on the impact of the disability or health condition on the individual and their ability to live independently. You may have to travel to Luton for your assessment for PIP.

**Bereavement Benefits**

These are usually only paid to people aged under state pension age. There is a one-off, tax free, lump sum payment of £2000 that you can get in addition to a widowed parent’s allowance or bereavement allowance. Entitlement to bereavement benefits is not affected by any savings or earnings you may have but is dependent on the late spouse or civil partner’s national insurance contributions. You can work and get bereavement benefits. Major changes are planned for bereavement benefits from April 2016

See www.hertsdirect.org/benefits for more information about benefits and forthcoming changes to the benefits system.
Age Action Alliance
020 7449 7008 www.ageactionalliance.org.uk

Carers Lead
01438 286373 www.pals.enh-tr@nhs.net

Hertfordshire County Council
0300 123 4040 www.hertsdirect.org/services

HCC Health & Community Services
0300 123 4042 www.hertsdirect.org

Citizens Advice Bureau
08444111 444 www.stevenagecab.org.uk

Crossroads Care Hertfordshire
01462 455578 www.crossroadshn.org.uk

Age UK Hertfordshire
0845 601 3446 www.ageuk.org.uk/hertfordshire/

Herts Action on Disability
01707 324581 www.hadnet.org.uk

Headway Hertfordshire
0300 330 1455 www.headway-herts.org.uk

Hertfordshire Social Services
0300 123 4040 www.hertsdirect.org

Alzheimer’s Society
01707 294605 www.alzheimers.org.uk

Hertfordshire Society for the Blind
01707 324680 www.hertsblind.com

Groundwork Hertfordshire
01707 260129 www.groundwork.org.uk

Hertshelp
0300 123 4044 www.hertsdirect.org
Right to Buy Back
If you bought a council property that you feel is no longer suitable for your needs, the council may consider buying your home from you so that you can live in sheltered accommodation. For further information contact 01438 24266.

The current allocation scheme that the council operates has a number of criteria to ensure that we are allocating our homes to the people who need them. Recent changes to the criteria now mean that those who own their own home are not eligible to join the housing register.

If you have owned a home in the past, you will have to provide evidence on how you have spent any equity you may have had from the sale. You will also need to have lived or worked in Stevenage for the last five years before you can join.

Housing Register - If you need further information on whether you are eligible to join the housing register.

SBC Lettings Team
01438 242666
www.stevenage.gov.uk
Moving
If you live in council accommodation and want to move to alternative council accommodation you can join the transfer list.

**SBC Lettings Team 01438 242666**

Stevenage Borough Council operates a choice-based lettings system for council housing and some housing from local housing associations, some of which specialise in accommodation for older people. You need to complete a housing register application and be eligible to join the register before you can bid on any available properties.

**Stevenage and NH Housing Partnership 01438 242666**
www.home4u.org.uk/

Sheltered Housing
Sheltered housing is especially designed with the needs of older people in mind. It is run and maintained by Stevenage Borough Council and is available to residents who feel that they require support to live independently in their own home. There are 15 sheltered housing schemes in Stevenage plus 2 flexicare schemes. Flexicare is sheltered accommodation with a care team based on site to give you the extra care and support when you need it. Different clubs use the scheme’s facilities to host their activities and the residents also run their own social events which people living in the surrounding community are welcome to join in. If you are over the age of 60 and/or disabled and need support to live independently then you are able to apply for sheltered housing. You will need to complete a housing application and, if required, a medical form.
Supporting you to live in your home

For peace of mind and reassurance in your own home, Careline alarm is an enhanced 24 hour emergency response service for older and or disabled residents in Stevenage where a member of staff will come to your home to help you. All staff live locally and have a wealth of experience and local knowledge to support you.

Community Support - is a local visiting support service for those needing extra support and guidance in the community for things such as bereavement, feeling lonely or isolated, needing help from other services, leaving hospital and little or no family/friend support during the week. The staff are experts in dealing with the needs of older people and can provide you with ongoing support to enable you to continue to live independently and comfortably in your own home.

Stevenage Careline
01438 242666
www.stevenage.gov.uk/housing

Supported Housing
01438 242666
www.stevenage.gov.uk

For further information you can contact 01438 242666 and ask for the supported housing team or email supported.housing@stevenage.gov.uk
Finding a Care Home

Residential care homes provide personal care and social support for people who are not able to manage in their own homes.

Nursing care homes look after people who need constant nursing care. As well as full-time residential care, care and nursing homes can also provide short-term respite breaks:

- to allow a person with a disability or long term illness the chance to have a break
- to provide carers the opportunity to have a break or holiday

Many people contact care homes directly to choose and arrange a place. Alternatively you can seek advice from Hertfordshire County Council.

It is recommended that you look at the following information to aid your decision.

- Care Quality Commission inspects all care homes once a year. You can download inspection reports from their website
- Bettercaring lets you search for registered residential and nursing homes
- Care Choices publishes regional directories of care homes
Useful contacts

Stevenage Borough Council
01438 242666 www.stevenage.gov.uk/housing/

Hertfordshire County Council
0300 123 4042 www.hertsdirect.org/services

Care Quality Commission
03000 616161 www.cqc.org.uk/

Better Caring
01273 757313 www.bettercaring.com/

Care Choices
0800 389 2077 www.carechoices.co.uk/

Hertshelp
0300 123 4044 www.hertsdirect.org
Home Security

Silver Street Meets

Hertfordshire Police organise meetings in the community to talk to local older people about their concerns. These meetings take place at local friendship groups in the community centres; the Police Community Support Officers also attend coffee mornings at sheltered homes. There is a dedicated police officer assigned to older people.

Police - Anne Charters 101
anne.charters@herts.pnn.police.uk
Doorstep Callers
Say no to doorstep callers. Rogue builders and gardeners often trick people into paying high prices for unnecessary or shoddy work. Only deal with callers by appointment and always ask for identification and check it carefully. Do not buy goods or services at the door and do not keep large sums of money in the home. Keep front and back doors locked. All council staff carry ID badges with them.

Crimestoppers Hertfordshire
0800 555 111 www.crimestoppers-uk.org

Rogue trader doorstep hotline 0845 60 444 66

Safer Neighbourhood Watch
StevenageWLO@herts.pnn.police.uk

Scams
Scams are schemes to con you out of your money or possessions. They come by phone, post or email, or in the guise of ‘experts’ knocking on your door. Scammers may offer you investment opportunities, claim that they are your bank or make psychic claims or give alarming news, they can often make friends with you online requesting money and without revealing their true identity. Bogus sweepstakes and lotteries, get rich quick schemes and fake health cures are some of the favoured means of separating the unwary from their money.

Crimestoppers Hertfordshire
0800 555 111
Buying with Confidence
Buy with Confidence is an approved trader scheme which has been set up by Trading Standards to help residents to find businesses which comply with the law and to improve consumer protection. The scheme is run locally by Hertfordshire Trading Standards service. Any business in any sector from builders and plumbers to mobility aid retailers and garages can make an application to join the scheme.

Action Fraud
0300 123 2040 www.actionfraud.police.uk

Citizens Advice Consumer Service
08454 040506 www.adviceguide.org.uk

Trading Standards free booklet
0800 389 3158  www.oft.gov.uk

Report Loansharks
0800 111 6768 www.direct.gov.uk/stoploansharks

Buy with Confidence Scheme
www.buywithconfidence.gov.uk

Hertfordshire County Council
www.tradingstandards.gov.uk
Home Safety

Home fire safety routine - steps to prevent fires from happening and what to do to stay safe if one breaks out.

PLAN – Plan your safest escape route

TEST – Fit a smoke alarm and test regularly

CHECK – Check all appliances before going to bed or leaving the house

CARE – never leave cooking unattended

CALL – get out, stay out and call 999 at the first sign of fire

Remember - many older people qualify for a free home safety check by the local fire service

Free home fire safety check
0300 123 4046
www.hertsdirect.org/fire

Smoking

Put it out, right out! Never smoke in bed, if you need to lie down, don’t light up. Never leave cigarettes unattended and tap ash into an ashtray. Keep all matches and lighters out of reach of children.

For help and advice for giving up smoking
0800 022 4332
**Carbon Monoxide**
A colourless, tasteless, odourless gas (coal, gas, oil, natural gas, LPG, wood or petrol) produced whenever a fossil fuel is not burned efficiently. Buy a carbon monoxide detector that carries the BSI Kitemark. Check the vents in your home are kept clear, service all appliances every 12 months and sweep chimneys and flues regularly. Symptoms include headaches, tiredness, muscle pain, drowsiness, nausea and vomiting.

**SBC Environmental Health**
01438 242242  
www.stevenage.gov.uk

**HCC Fire service**
www.hertsdirect.org

**Electric Blankets**
These should be serviced annually once out of the guarantee period. When not in use they should be stored with as few folds as possible and with nothing stored on top of them. If a blanket has scorch marks or exposed elements it should NOT be used. Over blankets are designed to be left on, under blankets should be turned off before getting into bed. When buying a new blanket make sure it has an ‘overheat protection’ so that the electricity supply will be turned off if it gets too hot.

**HCC Trading Standards**
www.hertsdirect.org

**HCC Fire and Rescue**
www.hertsdirect.org

**Age Concern Stevenage**
01438 314164
Ready for Anything
By preparing for the unexpected you can help protect yourself and your loved ones and your pets.

Could you cope in severe weather, widespread power failure, flooding or a flu crisis? Hertfordshire is a safe county but it can still experience situations that disrupt our daily lives. The good news is that there are simple things you can do to make sure you are ready to deal with an emergency, particularly if you think ahead and make some plans.

Think about what you would need in an emergency at home, in your car, or if you were asked to leave your home for a few hours while a nearby emergency is dealt with. Useful things people often forget include their mobile phone charger, glasses and medication (if you need them) and pets.

Stevenage Borough Council Out-Of-Hours Service
Sometimes serious emergency situations occur outside of the council office hours that cannot wait until the next working day. This line is open for serious emergencies out of hours. The remit is to address the immediate emergency and make safe until the next working day when the daytime staff can then fully investigate the situation. Each situation is considered on an individual basis with advice and guidance offered to either contain the situation or alternative provision be found. Callers need to inform the service of additional circumstances for example disability, illness or condition which affects the situation. If you find yourself facing an emergency situation, please call and seek advice.

SBC Out-of-Hours
01438 314963 www.stevenage.gov.uk
Caring for Pets in an Emergency
Make a pet plan and consider these points.

• Are they safer at home? If it is safe to do so food, water and litter facilities for several days should be left accessible for your pet.

• It may be necessary to evacuate your pet. Consider arranging for a friend, relative or kennels

• Put together a pet emergency kit: collar and lead, secure labelled pet carrier, proof of ownership and vaccination information documents, microchip details, emergency contact list with vet’s number, pet first aid kit, pet litter, box and poop bags, a record of medication, familiar toys or blanket

• For dogs maybe a basket muzzle in case your dog becomes distressed in the evacuation

HCC Ready for anything
0300 123 4042
www.hertsdirect.org/readyforanything

The Red Cross
020 7562 2050
www.redcross.org.uk/prepare

Carers in Herts
01992 586969
www.carersinherts.org.uk

NHS
0845 4647
www.nhsdirect.nhs.uk

Hertshelp
0300 123 4044
www.hertsdirect.org

Police
101
www.herts.police.uk

RSPCA (cruelty line)
0300 1234 999
www.rspca.org.uk
Safeguarding

Adult safeguarding is the term used for protecting adults from abuse or neglect.

Safeguarding relates to the need to protect people over the age of 18 who may be in vulnerable circumstances. These are adults in need of care and support who may be at risk of abuse or neglect, due to the actions (or lack of action) of another person. The main forms of abuse are sexual, physical, psychological, neglect, discriminatory, institutional and financial.

In Hertfordshire local services work together to identify people at risk, put measures in place to help prevent abuse or neglect, and to protect people. The county council has the lead responsibility to co-ordinate the investigation of possible or actual abuse and ensure that measures are in place to prevent further abuse taking place.

**Hertfordshire County Council 24hr**
0300 123 4042
www.hertssafeguarding.org.uk

*If there is a danger to life, a risk of injury or a crime is taking place, call the police by dialling 999*

**Hertfordshire Police**
101 www.herts.police.uk

**Citizens Advice Bureau**
08454 040506 www.adviceguide.org.uk

**Age UK Hertfordshire**
0845 601 3446 www.ageuk.org.uk

**Age Concern**
01438 314164
5 Getting out and about

Parks and Woodlands
Stevenage has 10 parks and 40 woodlands across the town. Many of our parks offer a range of opportunities for the whole community, including outdoor gym equipment, attractive walks, wildlife areas, cycle tracks and seating areas. Almost half of the woodlands in Stevenage are ancient. There are also opportunities for people to become involved in helping to look after green spaces by joining the Green Space Volunteers. There are opportunities to become involved in a wide range of activities to suit all ages, fitness levels and abilities.

Health Walks
Health walks are an ideal way of taking exercise, they are suitable for all ages, sociable and a good way to meet new people, good for your heart, muscles and bones and also good for general well-being as walking reduces stress and improves confidence. There are graded walks so that all levels of fitness are catered for including those returning from ill health or recovering from injury.

Parks and Woodlands
01438 242323
www.stevenage.gov.uk/parks-and-open-spaces

Parks and Leisure
0300 012 0300
www.stevenage-leisure.co.uk
Community Centres

Stevenage is well served by 12 community centres and Douglas Drive Senior Citizens Association. The centres are spread across the town and located within easy reach of neighbourhood shopping areas. These centres provide a wide range of services and activities for older people, including friendship groups and lunch clubs, plus more tailored services to support individuals such as relaxation, gentle exercise and interest groups.

**Archer Road** 01438 354662 archerroadcc@yahoo.co.uk

**Bedwell** 01438 314839 bedwellct@yahoo.co.uk

**Timebridge** 01438 355458 timebridgecca@hotmail.com

**Chells Manor** 01438 748792
angeladward@btconnect.com

**Douglas Drive** 01438 357227
douglasdrivesca@hotmail.co.uk

**Great Ashby** 01438 365392
dot.smith@greatashbycommunitycentre.org.uk

**Hertford Road** 01438 814605
admin@hertfordroadcc.co.uk

**Shephall** 01438 351666 info@shephallcentre.org.uk

**Springfield House** 01438 356705
springfieldhousecommunitycentre@hotmail.com

**St. Nicholas** 01438 357715 terrieskulteti@hotmail.com

**Symonds Green** 01438 361859
symondsgreen@classmail.co.uk

**The Oval** 01438 359404 gailmardlin@ovalcommunity.com

**The Poplars** 01438 312309 cmahachi@afmimstevenage.org
Groups and Activities

There are a vast array of local groups and activities on offer in Stevenage, they range from specialised caring support helping families and individuals through to health, sport or leisure opportunities and interest groups.

The specialised services can offer support to people with anxiety or depression and early dementia to disability and sensory impairment. The groups can include reminiscence work, therapy, social contact and respite. The general services can include social and interest groups providing a place to meet and sometimes eat and the opportunity to hear speakers on a range of subjects and attend trips and events.

Age UK Hertfordshire 0845 601 3446 www.ageuk.org.uk
University of the Third Age www.u3asites.org.uk
Stevenage Seniors Forum 01438 242099 www.stevenage.gov.uk
GEMS 01438 228917 joan.beavan@ntlworld.com
Alzheimer’s Society 01707 294605 www.alzheimers.org.uk
Hertshelp 0300 123 4044 www.hertsdirect.org
Douglas Drive Day Centre 01438 357227 www.douglasdrivesca.wordpress.com
YMCA Space Drop In 01438 745273 www.oneymca.org
INS 01438 725400 www.irishnetworkstevenage.org.uk
Churches Together 01438 815586 www.stevenagechurches.org.uk
Stevenage World Forum 01438 725400 www.worldforum.org.uk  For Ethnic Communities
Travel

Stevenage Borough Council Community Transport Service

Stevenage Borough Council provides a community transport service to lunch clubs and community centres for Stevenage residents who find it difficult to get out or use public transport. There are two fully adapted mini buses which cater for a range of clients including those with a disability or poor mobility. A door-to-door service is provided with friendly fully trained drivers and escorts. There is a small cost for each journey each way.

SBC Community Transport
01438 242712

Stevenage Borough Council
01438 242242
www.stevenage.gov.uk/passenger-transport
Stevenage Community Transport Scheme
The Community Transport Scheme in Stevenage uses a team of volunteers who all use their own cars in their free time to transport passengers who live locally to their required destination. All of the drivers are paid a mileage rate to cover the distance they travel, which is currently paid at 45p per mile. There is a minimum charge applied for any trips undertaken.

The scheme is aimed at individuals, who have difficulty using other passenger transport. This may be because of mobility problems or because there is no alternative form of passenger transport available.

Types of journeys include:
- Healthcare appointments
- Dental appointments
- Attendance at day centres and special needs clubs
- Social purposes, such as visiting friends or relatives

Free Bus Pass Scheme
It is quick and easy to apply for a concessionary bus pass online. Alternatively you may collect an application booklet at Stevenage Borough Council or the local library. You should use the same form whether you are applying for a pass for the first time, or are renewing your pass. Please note that you cannot apply by printing off a form, only official forms obtained from the outlets above will be accepted.

You can use your concessionary bus pass for rail travel in Hertfordshire and get a 50% reduction off-peak and
weekends. Concessionary pass holders may also obtain 50% discount on rail fares for travel wholly in Bedfordshire and/or Hertfordshire on certain routes. Tickets with this discount may be purchased from any staffed ticket office or from the ticket vending machines. They are not available on-line.

**Hertfordshire County Council**
0300 123 4042
www.hertsdirect.org/buspass

**Stevenage Borough Council**
01438 242242
www.stevenage.gov.uk

**Stevenage Library**
0300 123 4049
www.hertsdirect.org
The Blue Badge disabled parking scheme
This allows drivers or passengers with a permanent
disability to park near to where they need to go. Blue
Badges can only be issued for permanent and substantial
disabilities affecting mobility or the function of both arms
making it difficult to operate parking meters.

Blue Badges can also be issued in certain circumstances
subject to an assessment, they cannot be issued on a
temporary basis. They are valid for up to three years after
which you will need to reapply. The cost of a Blue Badge
is £10.00. This can be paid online when the application is
completed. It can take up to six weeks to process a Blue
Badge application or renewal. If you need an assessment
it may take up to eight weeks. Applicants must provide
proof of identity, address and any benefits they receive
that automatically qualify them for a Blue Badge.
Blue Badge Enquiries
www.gov.uk/apply-blue-badge

Hertfordshire County Council
0300 123 4042 hertsdirect.org

Hertshelp
0300 123 4044 www.hertsdirect.org

Useful contacts
E&NH NHS Health Shuttle
01438 726219 www.enherts-tr.nhs.uk

Lister Voluntary Car Scheme
01438 286586 Hours 9.45am – 12 noon

NHS Travel Link Bookings
01438 737252 www.hertsdirect.org

Intalink
0300 123 4050 www.intalink.org.uk

Hertfordshire Action on Disability
01707 375159 www.hadnet.org.uk

Stevenage Bus Users Group
www.bususers.org Shop Mobility
6. Health

The East and North Hertfordshire NHS Trust is the acute and specialist healthcare provider for east and north Hertfordshire and beyond. All inpatient and emergency services are based at the Lister hospital in Stevenage. Local outpatient and diagnostic services are provided at the Lister, QEII (Welwyn Garden City) and Hertford County (Hertford).

Call: **NHS 111** if you need medical help fast, but it’s not a 999 emergency, life-threatening situation.

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**E & N Herts NHS Trust**
01438 314333
www.enherts-tr.nhs.uk/

**Lister PALS**
01438 284678
pals.enh-tr@nhs.net

**Clinical Commissioning Group**
01707 361251
www.enhertsc cg.nhs.uk

**Healthwatch Hertfordshire**
01707 372436
www.healthwatchhertfordshire.co.uk

**NHS England**
0300 311 22 33
www.england.nhs.uk

**NHS Choices**
www.nhs.uk
GP practices

GP practices offer a range of services to prevent and treat illnesses and support people with long-term conditions such as diabetes, heart disease, asthma and chronic obstructive pulmonary disease (COPD). Nurse practitioners and specialist nurses frequently work alongside GPs and practice nurses. Their additional training means they can diagnose, treat, and manage a variety of health conditions and some can prescribe from a list of medicines.

Every GP practice has a responsibility to ensure that everyone who needs to use their practice can do so. If you care for a friend or loved one, register as a carer with your GP - many GP surgeries have a ‘carers’ champion’ to support carers, making it easier for them to get convenient appointments for themselves or the person they care for, when they need to see a doctor or practice nurse. The carers’ champion will also invite carers to flu vaccination clinics and let them know about health promotion events and activities.

If you need a GP in the evenings or at weekends when your usual surgery is closed, dial 111 – free from any phone and open all the time.
How a pharmacist can help

If you have any questions about your medicines and their side-effects, or you have a minor illness, it’s worth popping into your local chemist and asking to see the pharmacist. Many pharmacies also have private consultation rooms, so you don’t have to worry about being overheard. And if the pharmacist can’t help, they will recommend you contact your GP anyway. Many local pharmacies can also arrange for your medicines to be delivered to your home, if you have difficulty picking up a repeat prescription.

NHS Choices  www.nhs.uk/Service-Search

Stevenage pharmacies offering extended hours:

Asda Town Centre  01438 744800
Tesco Town Centre  0345 677 9114
Sainsbury’s Coreys Mill  01438 759606
Sainsbury’s Poplars  01438 313935
Falls Prevention
We shouldn’t see falls as a normal part of ageing, or something that ‘just happens’ as you get older. There are lots of simple things you can do to help you stay steady on your feet. Exercise is one of the most effective ways to maintain independence and ensure we stay steady on our feet and reduce balance problems.

There are a number of things you can do to reduce the risk of a fall. Looking after your feet, and having them checked, wearing the right footwear, having annual hearing and eye tests. You could also look at checking your home for hazards, poor lighting, loose cables and clutter for example. The Careline alarm service would give you the reassurance that should you have a fall the mobile response staff will be there when you need it 24 hours a day 7 days a week.

Stevenage Careline
01438 242666
supported.housing@stevenage.gov.uk

AGE UK Hertfordshire:
0845 601 3446
www.ageuk.org.uk

Befriending and Support Service
www.ageuk.org.uk/hertfordshire

Hertshelp
0300 123 4044
www.hertsdirect.org

Silver Line
0800 708090
www.thesilverline.org.uk/

Age Concern Stevenage
01438 314164
Mental Health

Improving Access to Psychological Therapies (IAPTS)

Every year, four out of 10 people in the UK experience common psychological problems, such as depression, stress, anxiety, panic and obsessive compulsive disorders. Improving Access to Psychological Therapies (IAPT) programme offers a new approach to help adults suffering from common psychological problems. The IAPTS team work with older people to support them, providing therapies to help improve mental health and well-being.

IAPTS
01438 792600
www.hpft.nhs.uk/our-services

Hertfordshire Partnership Foundation Trust
0300 777 0707
www.hpft.nhs.uk
Stroke
A stroke is a brain attack, It happens when the blood supply to the brain is disrupted. Most strokes occur when a blood clot blocks the flow of blood to the brain. Some strokes are caused by bleeding in or around the brain from a burst blood vessel. The Face, Arm, Speech Test (FAST) can help you recognise the symptoms of a stroke.

FACE – facial weakness, can the person smile? Has their mouth or eye dropped?
ARM – Can the person raise both arms?
SPEECH – Can the person speak clearly and understand what you say?
TIME – To call 999

A stroke is a medical emergency; early treatment can prevent further damage to the brain and help someone make a full recovery.

Stroke Helpline
0845 3033 100   www.stroke.org.uk

Arthritis
Arthritis means inflammation of the joints. Most people with arthritis will experience pain and difficulty moving around. There are over 200 kinds of rheumatic diseases – the word rheumatic means aches and pains in joints, bones and muscles. You can take control of your symptoms and continue to have a good quality of life. It is not clear what causes arthritis and there is no cure at present. However, there is plenty you can do to manage your condition and lead a full and active life.

Arthritis Care
0808 800 4050   www.arthritiscare.org.uk
Dementia
The word dementia is an umbrella term which describes the symptoms that occur when the brain is affected by certain diseases or conditions. Dementia is caused when the brain is damaged by diseases, such as Alzheimer’s disease or a series of strokes. Dementia is progressive, which means the symptoms will gradually get worse.

As dementia progresses, people usually need to receive care and support services. It is a good idea to consider all your options carefully and make arrangements as soon as more help is needed. There are a range of public and community services across Stevenage who provide this support.
Early Memory Diagnosis and Support Service (EMDASS)

If you feel you have a problem with your memory on a daily basis, maybe other people have commented on this - or if you know someone who is experiencing difficulties with their memory, you may find EMDASS useful. This new service will help support people to find out why this could be happening and develop ways to cope with the memory problems. A referral to this team would be through a GP.

EMDASS
01727 804700
www.hpft.nhs.uk/our-services
Dementia Support
There are a wide array of dementia support services across Stevenage. These include clubs and groups and take-up activities such as ‘Singing for the Brain’, GEMS, Dementia Cafés, carer support groups and carers’ cafés. There are also projects run by the library service ‘Bringing Memories to Life’ using the Reminiscence Collection.

The Alzheimer’s Society has a team of community dementia support workers who work with people with dementia and their families to provide a range of practical and emotional support.

The Alzheimer’s Society
01707 294605
www.alzheimers.org.uk

National Dementia Helpline
0300 222 1122
www.alzheimers.org.uk

Dementia UK
020 7874 7200
www.dementiauk.org

Crossroads Care
01462 427010
www.crossroadshn.org.uk

Douglas Drive Day Centre
01438 357227
www.douglasdrivesca.wordpress.com

Stevenage Library
0300 1234049
www.hertsdirect.org
End of life or Palliative Care
When there is no cure for an illness, palliative care tries to make the end of a person’s life as comfortable as possible. This is done by attempting to relieve pain and other distressing symptoms, while providing psychological, social and spiritual support. Carers and family are also offered emotional and spiritual support – referred to as a holistic approach to care.

Some people with cancer, for instance, can live for many years, but they sometimes need treatments such as radiotherapy or chemotherapy, to help keep their condition under control. Palliative care can be offered following these treatments or, in the earlier stages of an illness, alongside other treatments.

The person you’re looking after can receive palliative care:
• in a hospice
• at their own home or residential home
• as a day patient in a hospice
• in a hospital

At some point, you may need to find a hospice for the person you’re looking after. People are normally referred to a hospice by their GP or hospital doctor. Hospices are free and a person may be referred at any time between the diagnosis of an illness and the end of life.
Funerals

Losing someone you love can be one of the most difficult situations to deal with, having to make formal arrangements when experiencing the emotional and the practical impact of loss. However, it is very important to attend to the registration of the death.

This includes

• Getting a medical certificate from a GP or hospital doctor. You’ll need this to register the death.
• Registering the death within five days. You’ll then get the documents you need for the funeral.
• Arranging the funeral, either using a funeral director or making the arrangements yourself.
If someone is a council tenant the next of kin should notify SBC as soon as possible to receive advice on how to terminate the tenancy and/or whether there are any succession claims.

If the death has been reported to a coroner you can’t register the death until the coroner gives permission. You don’t need to deal with the will, money and property straight away.

**Stevenage Borough Council**
01438 242242
www.stevenage.gov.uk

**Age UK Hertfordshire**
0845 601 3446
www.ageuk.org.uk


**Tell us Once**
The Hertfordshire Registration Service offers an innovative service called, Tell Us Once. The service aims to reduce the number of local and central government departments that Hertfordshire residents have to notify when they have had a baby or bereavement.

Tell Us Once is delivered straight after a birth or death registration, so you don’t even need to leave the register office to notify key government departments of the change in your circumstances.

**Hertfordshire County Council**
0300 123 4045
www.hertsdirect.org
Bereavement
The death of someone we love is likely to be the most distressing experience we will ever face. When someone dies, a relationship is lost, a process of change begins and we move towards a new and largely unknown situation. Grieving is hard work; and we may frequently feel exhausted, or have health problems of various kinds. But grief is not an illness. It is a natural human experience from which we can emerge to face a new and very different reality.

Cruise
01707 278389 www.cruse-hertfordshire.org.uk/

Carers in Herts
01992 586969 www.carersinherts.org.uk

Citizens Advice Bureau
08444111 444 www.stevenagecab.org.uk

Parkinsons Society
0808 800 0303 www.parkinsons.org.uk

Herts MS Therapy Centre
01462 68421 www.hertsmstherapy.org.uk

Independent Age
0800 319 6789 www.independantage.org

Silver Line
0800 708090 www.thesilverline.org.uk/

Cardiac Friends
07581 550038 www.cardiacfriends.co.uk


Loneliness
Loneliness has an impact on physical and mental health, often contributing to depression, poorer mobility and increased isolation and further reduced quality of life. Being single, on a low income, retirement and becoming a carer or being bereaved can trigger loneliness. Health and disability also play a role.

Social Contact
Preventing loneliness can be helped by supporting people to build and maintain social networks, providing information and signposting, support for individuals and group activity such as friendship groups, lunch clubs and interest groups and generally wider community engagement. Volunteering can be an opportunity for a rewarding and confidence building social activity.

Silver Line
0800 708090
www.thesilverline.org.uk

Age UK Hertfordshire
0845 601 3446
www.ageuk.org.uk

Samaritans North Herts & Stevenage
01462 455 333
www.samaritans.org
Healthy Eating
For adults over 50, the benefits of healthy eating include increased mental acuteness, resistance to illness and disease, higher energy levels, faster recuperation times, and better management of chronic health problems. As we age, eating well can also be the key to a positive outlook and staying emotionally balanced. When you choose a variety of colourful fruits and vegetables, whole grains, and lean proteins you’ll feel vibrant and healthy, inside and out.

Live longer and stronger
Good nutrition keeps muscles, bones, organs, and other body parts strong for the long haul. Eating vitamin-rich food boosts immunity and fights illness-causing toxins. A proper diet reduces the risk of heart disease, stroke, high blood pressure, type-2 diabetes, bone loss, cancer, and anaemia. Also, eating sensibly means consuming fewer calories and more nutrient-dense foods, keeping weight in check.
Sharpen the mind
Key nutrients are essential for the brain to do its job. People who eat a selection of brightly coloured fruit, leafy vegetables, and fish and nuts packed with omega-3 fatty acids can improve focus and decrease their risk of Alzheimer’s disease. Regular consumption of antioxidant-rich green tea may also enhance memory and mental alertness as you age.

Feel better
Wholesome meals give you more energy and help you look better, resulting in a self-esteem boost. It’s all connected—when your body feels good you feel happier inside and out.

Age UK Hertfordshire
0845 601 3446
www.ageuk.org.uk
Digital Inclusion
Technology and digital inclusion is about ensuring that people living in later life can make the best use of today’s modern technology to increase their quality of life and experience the socially inclusive benefits it offers.

The Stevenage libraries provide access to public computers with printers and scanners with free wi-fi signal and computer training. They also stock books, talking books, magazines, and consumer association publications such as ‘what to do when someone dies’, wills and probate. There is a collection of health titles to help improve mental health and well-being.

Stevenage Library
01438 737333
www.hertsdirect.org/uk

Electronic Library
0300 123 4049
www.hertsdirect.org/libraries

North Herts College
01462 424242
http://www.nhc.ac.uk


**Exercise**

**Guidelines for older adults aged 65 and over**

Adults aged 65 or older, who are generally fit and have no health conditions that limit their mobility, should try to be active daily and should do:

- 2 hours and 30 minutes of moderate-intensity activity such as cycling or fast walking every week, and muscle-strengthening activities on 2 or more days a week.

OR

- 1 hour and 15 minutes of vigorous-intensity activity such as running or a game of singles tennis every week, and muscle-strengthening activities on 2 or more days a week.

OR

- An equivalent mix of moderate and vigorous-intensity activity every week for example two 30-minute runs plus 30 minutes of fast walking and muscle-strengthening activities on 2 or more days a week.

Older adults at risk of falls, such as people with weak legs, poor balance and some medical conditions, should do exercises to improve balance and co-ordination on at least two days a week. Examples include yoga, tai chi and dancing. Should you have a health condition your GP may be able to suggest suitable activities and may know of special exercises or classes for people with a restricted ability to exercise.

Stevenage Leisure Limited run a programme of activities aimed at the over 50’s at their leisure sites at various times across the week. This includes classes for those who are already confident and able in a leisure and fitness capacity as well as classes for beginner level and those who require specific tailored activities as part of a wider GP referral programme.
NHS Choices
www.nhs.uk

Stevenage Leisure Ltd
0300 012 0300
www.stevenage-leisure.co.uk

Stevenage Borough Council
01438 242242
www.stevenage.gov.uk

Hertshelp
0300 123 4044
www.hertsdirect.org

Stevenage Sports Partnership
enquiries@sportstevenage.co.uk
www.sportstevenage.co.uk
Equity Release
Be cautious about releasing money tied up in your property, there are usually better ways of raising money. Don’t do anything without getting advice from your solicitor, Independent Financial Advisor or Citizens Advice Bureau.

**Equity Release Council**
0844 669 7085  www.equityreleasecouncil.com

**Council of Mortgage Lenders**
0845 373 6771  www.cml.org.uk

**Stevenage Credit Union**
01438 740844  www.stevenagecreditunion.com

**Citizens Advice Bureau**
08444 111 444  www.stevenagecab.org.uk

**Age UK Hertfordshire**
0845 601 3446  www.ageuk.org.uk
Inheritance Tax
This is due when a person’s estate (their property and possessions) is worth more than £325,000 when they die. This is called the ‘Inheritance Tax threshold’. The rate of Inheritance Tax is 40% on anything above the threshold. The rate may be reduced to 36% if more than 10% of the estate is left to charity.

Tax Volunteers
0845 601 3321
www.taxvol.org.uk

Society of Later Life Advisers
0845 303 2909
www.solla.org.uk

Age UK
0845 601 3446
www.ageuk.org.uk/money-matters/

Citizens Advice Bureau
08444111 444
www.stevenagecab.org.uk
www.gov.uk/inheritance-tax

Power of Attorney
There are a number of reasons why you might need someone to make decisions for you, or act on your behalf. It could just be temporary: for example, if you are in hospital and need help with everyday things such as making sure that any bills are paid. Or you may need to make more long-term plans if, for example, you have been diagnosed with dementia.
Ordinary Power of Attorney
If you want to give someone full access to make decisions and take action concerning your finances while you still have mental capacity, you can set up an Ordinary Power of Attorney. This is a legal document giving someone else authority to act on your (the donor’s) behalf.

You can limit the power you give to your attorney so that they can only deal with certain assets, for example, your bank account but not your home.

Lasting Power of Attorney
There are two separate types of Lasting Power of Attorney (LPA) a Property and Financial Affairs LPA, which covers areas of your life where money and property are involved, and a Health and Welfare LPA, which relates to decisions about your health, personal care and welfare.

Office of the Public Guardian
0300 456 0300
www.gov.uk/lasting-power-of-attorney
Wills
Your will lets you decide what happens to your money, property and possessions after your death. If you make a will you can also make sure you don’t pay more Inheritance Tax than you need to. You can write your will yourself, but you should get legal advice, for example from Citizens Advice Bureau. You will need to get your will formally witnessed and signed to make it legally valid.

If you want to update your will, you need to make an official alteration (called a ‘codicil’) or make a new will. If you die without a will, the law says who gets what from your estate.

www.gov.uk/make-will
Citizens Advice Bureau
08444111 444
www.stevenagecab.org.uk

Age UK Hertfordshire
0845 601 3446
www.ageuk.org.uk

Money Advice Service
0300 500 5000
www.moneyadviceservice.org.uk

Age Concern
01438 314164
Thank you to all the public and voluntary sector partners, The Older People’s Network and Stevenage Seniors Forum for your contribution to this guidance.

We can make this information available in different languages, Braille and large print on request. We also have access to interpreting services for people who do not speak English. Telephone 01438 242242 or textphone (for textphone users) 01438 242555.

You can get further copies of the guide from Community Development, Stevenage Borough Council, Danestrete, Stevenage, SG1 1HN. Fiona.rolfe@stevenage.gov.uk 01438 242242 www.stevenage.gov.uk

The online version of this document will be regularly updated and can be found at www.stevenage.gov.uk

All information is accurate and factual at the time of print.

September 2015