

Chronicle

Stevenage Borough Council's quarterly residents' magazine

Autumn 2019



**FORMER COUNCILLOR
BECOMES ALDERMAN**



**REMEMBER
THIS?**



**VISITORS FLOCK TO
SG1 EXHIBITION**



**SBC
ANNUAL REPORT**



**PRIDE OF STEVENAGE
AWARDS 2019**



Stevenage
BOROUGH COUNCIL

Leader's column



Welcome to the Autumn issue of Chronicle.

It is around this time of year that we produce our Annual Report. It provides a summary of what Stevenage Borough Council has achieved over the previous financial year, how we balanced the budget while continuing to deliver more than 100 vital services (never easy in the face of reductions from Central Government) and responded to your suggestions, ideas and concerns.

As a co-operative council it is fundamental to our ethos to speak with and listen to our residents.

The 2018/19 version, as you will see from the snapshot featured in this edition of Chronicle, shows how we are making progress with our plans for the regeneration of the town centre to create new homes, businesses and leisure facilities.

Major developers have invested significantly in the project and it marks the beginning of an exciting new period in the history of the town.

Our residents' views are key to informing how to improve all areas of the town by helping us plan neighbourhood investment so that we improve what is important in your local area.

This is also the period when I face one of my more challenging tasks, in helping to choose the winners of our Pride of Stevenage Awards.

Every year the people of Stevenage supply freshly uplifting accounts of benevolent acts, community spirit, sporting excellence and business leadership. It is so hard to pick our winners, because all of those shortlisted are deserving of the highest praise.

My congratulations and admiration, as ever, is for all the finalists, who reflect the very best that our town has to offer.

Councillor Sharon Taylor OBE
Leader of Stevenage Borough Council

Inside

Welcome to the Autumn edition of Chronicle, the magazine for Stevenage people...

2 Sharon Taylor's Column

3 News

4-5 Pride Award Winners

6-9 Find out how we balanced the books and managed your vital services with a glimpse at our annual report

10 Have you made sure everyone in your household is registered to vote?

11 Step Back in Time

12 What's On this Autumn

13 Meet... the people behind your council

14-15 Councillors and Surgery details

16 Key helplines and online services

Visitors flock to SG1 exhibition

A three-day public exhibition showing the emerging plans for the regeneration of Stevenage town centre - known as SG1 - attracted over 500 visitors.

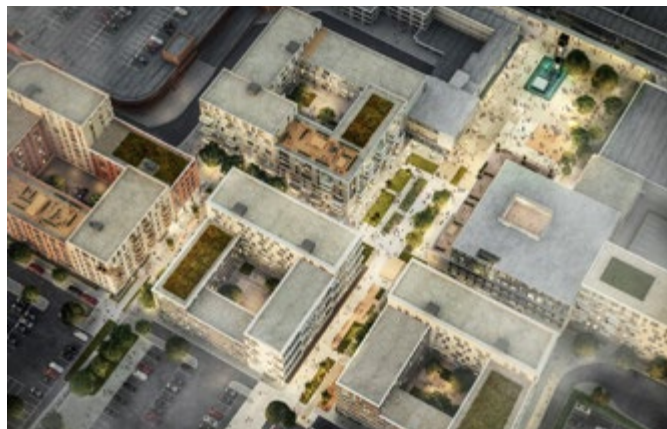
There was an enthusiastic response and hundreds of comments received from local residents and businesses who were given further insight into the ambitious regeneration plans.

The partnership between Stevenage Borough Council and its development partner, Mace aims to transform the town centre with new homes, shops, offices, places to eat and drink, leisure facilities and public services.

SG1 will be delivered in phases over the next ten years with the first phase of works, including two development plots, on the former police station on Southgate, and Swingate House and car park close to the West Gate shopping centre.

The start of the scheme will be the upgrading of the Town Square and work on this is expected to commence in the last quarter of 2019.

You can find out more and give your feedback by visiting www.sg1consult.info



Protect your heritage

Do you own or know of a building that you think is a valuable heritage asset of the town and think it warrants recognition?

Following the demolition of a Cottage in Fishers Green despite heavy public opposition, the Council is keen to protect buildings which, unlike listed buildings and those in conservation areas, are not currently protected.

The Planning Policy Team at Stevenage Borough Council is currently looking for buildings across the town to add to the Stevenage Local List of Heritage Assets. So far 136 assets that are worthy of being included have been identified.

The Council may also look at applying an Article 4 Direction on the heritage assets that are identified,

which remove certain permitted development rights. This could include the right to demolish or alter certain aspects of a building without prior written consent.

If you know of a building that deserves to be included in the Stevenage Local Listing, we'd like to hear from you. Buildings would qualify based on one or more of the following criteria:

- Historic Interest
- Architectural Interest
- Rarity or Representativeness
- Landmark Quality
- Group Value
- Social & Communal Value
- Age

To nominate a building, email planningpolicy@stevenage.gov.uk.



Former Stevenage Councillor Ann Webb has become an Alderman of Stevenage. Ann, who spent many years serving as a councillor for the town was given the honorary title in front of family, friends, the Mayor and current and former councillors in a ceremony at Daneshill House.

PRIDE OF STEVENAGE AWARDS 2019

**Congratulations
to the Pride
of Stevenage
Award Winners
of 2019**

Dedication Award

Winner: Christina Luchies

Sponsored by: Fosters Legal LLP



FOSTERS LEGAL LLP
We are always ready for emergency

Christina's passionate about music and her hard work and commitment to bring music to everyone makes her the winner of this Dedication Award. Christina and her team started a community choir last year and enjoy bringing performances to Stevenage audiences.



Green Award

Winner: Hayley Sarll, Camps Hill School

Hayley Sarll set up the Forest School at Camps Hill School. The Forest School is an inspirational offer and provides children in the school regular opportunities to develop confidence through hands-on learning experiences in a woodland environment.



Team Award

Sponsored by: MBDA



Winner: Lister Butterfly Service

In 2016, the Palliative Care team at The Lister Hospital estimated that between 15 and 20 patients die alone in the Trust every month. The award-winning charity delivering this service is now in its third year and continues to make a fundamental difference to the way The Lister Hospital provides end of life care.



Caring Award

Winner: A Bloody Good Cause

Sophie Harrold and Sanya Masood set up a charity called A Bloody Good Cause, four years ago, when they both became aware of the major problem with "period poverty". They have led various campaigns for sanitary materials for distribution to shelters and refuges for homeless women and schools in Stevenage.



Sporting Award

Winner: Warriorz Performing Arts Academy

Zara Richards launched Warriorz Performing Arts in 2015. Warriorz has gone from strength to strength and continues to excel with many children qualifying at every competition they compete in from national competitions to world championships. Zara is not only a teacher but also a mentor to every single performing arts student.



Enterprise Award

Sponsored by: The Follett Office

Winner: Seasons Shop

Faye works tirelessly with the businesses based in the Old Town to aid the growth of local shops in the Old Town high street. The entrepreneur encourages customers to #shopstevenage to help drive our local economy and provide diverse retail experiences in the town.



Young Star Award

Sponsored by:

Lawrence Dean Recruitment

Winner: Stacie Field

Stacie began volunteering at Bandle Hill Play Centre the start of 2019, where she used to attend. She has embraced volunteering and is adored by the children. Her enthusiasm, compassion and a dedication to her community is both inspirational and truly humbling. She's a real young star.



Judges' Special Award

Winner: Andy Smith

Andy has worked tirelessly for numerous causes in Stevenage for years. He is a fabulous fundraiser and has raised funds for countless charities as well as having devoted hours and hours of his time to help and support them. His passion for Stevenage includes food drives for the Stevenage Community Food Bank and The Easter Egg campaign to provide every child in Stevenage with an Easter Egg. He really is a champion and a role model.

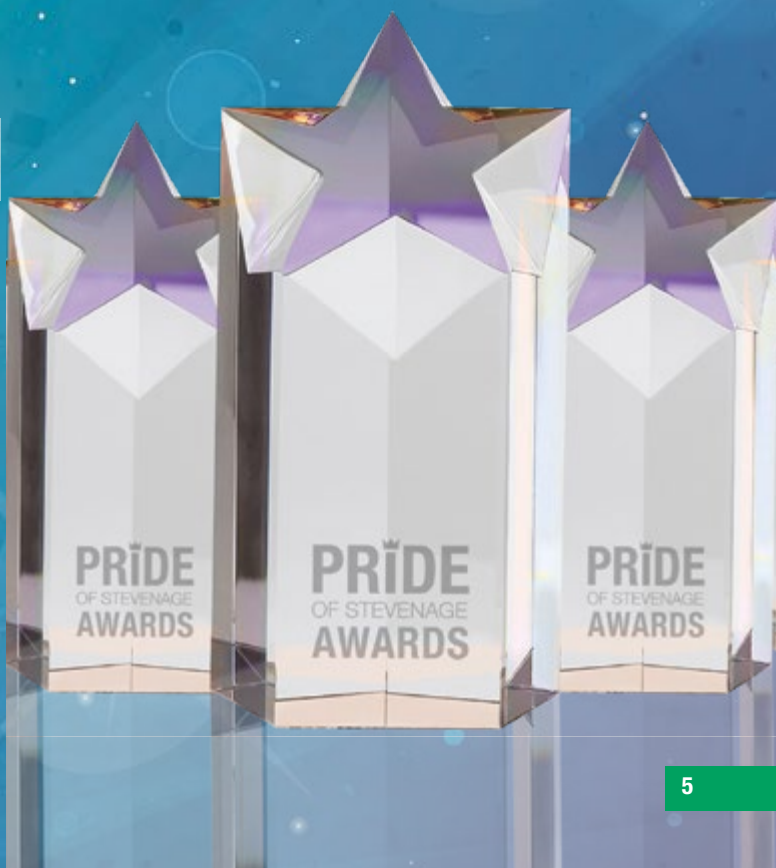


Thank you to this year's sponsors who helped to make it a success.

The Follett Office, Lawrence Dean Recruitment and Foster's Legal LLP.

Special thanks to our Pride of Stevenage Awards 2019 key sponsor **MBDA**.

MBDA





2018/19 ANNUAL REPORT

Our achievements this year

Delivering more than 100 different services to the people of Stevenage in the face of much reduced Central Government funding is no easy task but we have this year managed to balance the budget while continuing to meet the needs of our residents.

The last 12 months has seen us progress our ambitious town centre regeneration plans, launch a new cultural strategy, improve local neighbourhoods, and continue to build much-needed social and affordable housing while improving our existing housing stock. Much has been done but there will always be much more to do....

Regenerating Our Town



Reef Group has started redeveloping Queensway North. The development consists of new retail and restaurant space, a 24 hour gym, new offices, an innovation and technology centre and 116 apartments.



Market Place has been transformed into a play space for families in the town, as well as creating an attractive space to relax and enjoy the town centre.

22

Events were held in the town centre including Continental Street Food Market, Stevenage International Day and the Christmas Market.



30

new wayfinding signs have been installed across the town.



Improving Stevenage Neighbourhoods



7 play areas have benefitted from improvements following consultation with local children.



Our Waste and Recycling teams have collected over

10,000 tonnes of recyclable material from **37,160** properties.



We've completed works to eight garage sites as part of a

£9m

improvement programme

Our **neighbourhood**

We have started to establish neighbourhood groups to make sure we work with residents on improvements to their neighbourhood.

Building New Homes

42

Affordable homes were delivered across the town including sites at Wedgewood Way and the Twin Foxes pub. Some 32 of these were for social rent.

This brings the total since 2014 up to

173



Other schemes planned include homes at Symonds Green, Shephall Way and North Road. Together these will deliver

59
new homes.

Proposals for the new housing development at Kenilworth Close were given planning permission. Demolition can now begin for the new scheme. Engagement took place with local residents to keep them informed of progress with positive feedback.



Delivering Excellence For You

The Customer Service Centre continues to be busy

Over
25,400
customers served
on the counter

More than
179,600
made to our
call centre

88.5%
rated our service
as "Good"

A new and modern
Council website is
being developed to
meet customer needs.

Revenues and Benefits customers
can now access online self-serve options.

Over
124,700
online transactions were
made with us this year



8,300



over
5,800



over
1,200



Healthy Living, Leisure and Play



We won an Excellence in Public
Health Award for creating
the town's first Health and
Wellbeing Strategy.

TOUR SERIES



The Council successfully hosted the Tour Series
over the late May bank holiday as part of the
Stevenage Cycling Festival. The event was
televised on ITV with an estimated 10,000 people
in attendance.

11,845

people taking part in activities at Fairland Valley
Park Sailing Centre including school engagement,
events, functions and water sports.



healthy hub
Stevenage

has now reached over
14,000 visitors accessing
20 different services
and support groups
provided by the council
and 35 different partner
organisations.



Stevenage
CYCLING FESTIVAL

Stevenage Cycling Festival –
engaged over 750 people in led
rides, courses, workshops and
events and included the launch
of Stevenage Cycle Hub.

59th
StevenageDAY

was held on 17 June on King George V
Playing Fields, with an estimated
30,000 people attending
over the course of the day.

Managing and Improving Our Homes

started our
£45m
programme of improvements to
council flat blocks

Completed

17 new electrical
rewires **112** new external
wall insulations

103
heating
installations

Brought
702
homes up to a decent standard

275
new bathrooms

188
new kitchens

95
new roofs

Our Repairs team
undertook more than
21,900
repairs

381
new windows

374
new doors

Community and Safety

24

Community Protection
Notice Warnings (CPNW)

13

Community Protection
Notices (CPN)

7

Fixed Penalty Notice's
for Fly-tipping



51

Clients have been prevented from
being homeless by Stevenage
Against Domestic Abuse (SADA)

23

Homeless clients have
been helped by the
No More Service

74

New referrals to the
No More Service
that supports people
affected by alcohol,
drugs or offending.

£100k

of funding secured to support victims of domestic abuse

AWARDS

2 TPAS awards for Excellence in
Community Action

ASB Team finalist Housing Hero Awards
for front line team of the year

White Ribbon accreditation award

Short listed for the TPAS Central Region
award for Team of the Year



SADA expansion
to North Herts

Electoral Registration Household Canvass 2019

Make sure everyone in your household is registered to vote.

From August to November a Household enquiry form is sent to every household in the borough so we can gather accurate information about who lives in each property and who is eligible to vote.

We do need a response from every property, so you must use the form to tell us who is eligible to vote, even if there are no updates to the printed details. There are a number of quick and easy ways you can do this below (you will need the information from your form):



If the information printed on the form is correct, text your two-part security code to 07537 410072 (your standard network charges apply).



If the information printed on the form is correct, call 0808 284 1562 and when prompted enter your two-part security code



If the information printed on the form is correct or to make changes visit www.stevenage.gov.uk/electoral-canvass and enter your two-part security code and postcode.



It is also possible to complete the form and post it back to us in the envelope provided (postage is paid for by the council).

For further information
please contact us on:
t: 01438 242242
e: electoral@stevenage.gov.uk

YOUR VOTE MATTERS

DON'T LOSE IT



Stevenage
BOROUGH COUNCIL



Step Back In Time

While some mourn the loss of the McDonalds in the Town Centre, residents who can stretch their memories back even further may recall one of the original retailers on the site - Davants Home Furnishers which sat alongside the Eastern Gas Board shop and Fine Fare.



What's On:

Looking for something to do? Check out our events and discover ideas right on your door step...

Stevenage Town Centre

October

Saturday 19th October Celebrate!!!

Stevenage World Forum's annual event returns to the Gordon Craig to bring you multicultural performances that the whole family can enjoy.

Saturday 26 October – Halloweentastic, 11am – 3:30pm.

From fire performance, free face painting, Halloween mocktails, birds of prey, best dressed competition, to Halloween hunt.

November

12 November – Purple Tuesday, Forum Square, Stevenage, 11am – 3pm.

Raising awareness of accessibility within our town centre. Come along to the Forum Stevenage to speak to service providers, see Purple All-Stars perform at 12pm, and hear about Stevenage signing up with AccessAble.

Saturday 30 November, Stevenage Christmas Light Switch on, 12pm – 6:45pm. Town Square, Stevenage.

Watch the big switch on, with a fabulous line up of acts, including appearances from Gabz, and V.E.R.A; free face painting, snow globe; fireworks and more.

30 November – 31 December, Christmas Market. Queensway, Stevenage. Open 10am – 6pm daily.

Come and find personalised and unique gifts for your loved ones.

December

1 – 24 December, Stevenage Online Advent Calendar.

Visit www.stevenagetowncentre.com for daily prize draws and instructions. From afternoon tea for two at Cromwell Hotel, panto tickets, to a signed football shirt from Stevenage Football Club, there'll be lots of goodies to win.

Stevenage Museum

Exhibitions

Design Icons Until 2 November

Games, fashions and key design trends from the 1960s to the 1980s.

Stories from the Gordon Craig 16 November 2019 – 18 April 2020

From Panto to opera and local amateur performances to English Sinfonia concerts.

Feel good Fridays

Memory Makers

Meet new people, join in with light-hearted quizzes to test your knowledge of the past. Free. 10.30am - 12noon

Friday 18 October Friday 29 November

Lunch and listen

Enjoy a lunchtime talk. Subjects are varied but we hope you will always learn something new and interesting! Numbers are limited so please book in advance. Tea and coffee provided just bring your own sandwiches.

14 October Royal Witches: From Joan of Navarre to Elizabeth Woodville 8 November Frightening Men – Ex-soldiers and crime after the Great War 13 December Pantomime at the Gordon Craig

1-2pm Cost: £3.75 (£3 concessions)

Make it!

Come along, get creative and meet others who enjoy the fun and benefits of sewing, knitting and crochet. Just bring sandwiches and whatever you are working on or materials to start from scratch. Tea and Coffee provided.

12noon to 2pm

Cost: Free

Fridays: 4 and 18 October, 15 and 29 November, 6 and 20 December, 17 and 31 January

New: Wednesday watch

Films set in the past with a cheeseboard and refreshments. 6pm

Cost: £7 per person. Booking essential

2 October, 6 November, 4 December and 8 January

Film at Stevenage Museum

Saturday film and afternoon tea 2pm. Suitable for over 12s.

Cost: £6 per person. Booking essential

12 October, 9 November, 7 December and 11 January

To find out the films, see the flyer or ask at the museum

Crafting for Christmas

Saturday 16 November 1-4pm

Cost: £10 per person (£8 concessions).

Suitable for over 12s

Some fabulous felting gifts to make plus the chance to learn the art of knitted mitten making. Booking essential.

New: Museum page turners

Saturdays 10.30am-12noon

Love to read? Come and share your thoughts on some great historical fiction. Free to come, small charge for refreshments. Our books are:

19 October Behind the scenes at the museum

16 November The Long Story by Andrea Levy

14 December My Antonia by Willa Cather

For Families

Mad Hatter's tea party

Saturday 30 November 12noon-4pm

Arts and crafts, afternoon tea, characters from the book and giant cut-outs to find throughout the museum. Free to visit, £5 per person for afternoon tea and £1 per person to join in the arts and crafts. Please book your tea in advance!

Holiday activities

Skull-tastic!

Wednesday 30 October

11am-12noon and 2-3pm

Cost: £3 (£1.50 concessions)

Bare bones arts and crafts!

Hallowe'en happenings

Thursday October 31, 3-5pm

Cost: £3 (£1.50 concessions)

Arts and crafts and ... if you dare ... a tour around the museum in the dark. Who will you meet in the shadows? Heroes and villains from Stevenage's past await.

Aargh! A spider

Friday 1 November, 11am-12noon and 2-3pm

Cost: £3 (£1.50 concessions)

For under 5s and their families. A story, games and things to make and take home.

Meet....

**Ever wonder who the people are behind your council services?
Let us introduce you to some of our members of staff...**



Tracy Jackson Housing Supply Manager



What does your role involve? I'm responsible for assisting residents who have been working with our Housing Options Team to find suitable privately rented accommodation. I have a fantastic team of four Housing Supply Co-ordinators who run our Next Step Lets service like clockwork. Two of the team have worked for Estate Agents and know what landlords require. The other two have lots of housing experience so give tenants support and make sure everything runs smoothly.

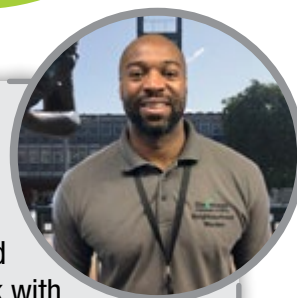
How long have you been in the role? Just over a year. I was a Housing Advice Officer before which gave me a good all round knowledge of housing including housing law and benefits.

What's the most challenging part of it? Finding enough properties with affordable rent to let to our clients. Once landlords find out we offer financial incentives and we don't charge for our services, they're usually happy to set the rent at a reasonable amount.

Why is it a good service for landlords to use? Landlords need to have the rent paid and the property looked after and we can help with that. The Next Step Lets service supports landlords throughout the tenancy. This starts from finding the right tenant, doing viewings and inventories along with all the move in documentation through to exit inspections. If either the landlord or the tenant has a query, the team are there to offer advice and support. This avoids problems and in fact our average length of tenancy is six and a half years.

If I have a property to rent how do I get in touch? Either call me, Emma Shirley or Will Peters on 01438 242909 or email housingsupplyteam@stevenage.gov.uk. If you're passing Daneshill House, feel free to come into the Customer Services Centre and ask for one of us.

Aldon Patience Town Centre Warden



"My role is to be the eyes and ears of the community. I work with the town centre manager, in conjunction with our elected members and officer colleagues, CCTV, police, and other emergency services to insure the town is a safe place. I also act as a council link to the community when I do my patrols and try and help with any queries people might have about fly-tipping anti-social behaviour etc.

"The biggest issues I face are shoplifting and kids riding their bikes through the town centre. I manage this situation by working closely with CCTV, police, and the retailers. I am on the town link radio that means we can communicate relevant information to try and prevent these situations.

"Generally, I find that when I deal with people in the town they are very friendly towards me, at the start they would ask me questions about who I was and what I do and now people come up to me with queries or issues they may have.

"If people have any concerns they can talk to me about things. That's what I'm there for.

"I enjoy the role. It is very satisfying. Recently I helped a mum find her little girl who was lost in the town centre. That's rewarding."

Aldon, says many people are talking to him about the town centre regeneration project.

"They do talk about a lot and they seem quite excited by it," he says.

Councillors and ward surgeries

Bandley Hill

Labour & Co-operative

Adrian Brown

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adrian.brown@stevenage.gov.uk



Labour & Co-operative

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Labour & Co-operative

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Bedwell

Labour & Co-operative

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Labour & Co-operative

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Labour & Co-operative

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Chells

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Liberal Democrat

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Longmeadow

Conservative

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Conservative

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Conservative

Adam Mitchell C.C.

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Manor

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Liberal Democrat

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Liberal Democrat

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Martins Wood

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Old Town

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Conservative

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Pin Green

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Labour & Co-operative

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Roebuck

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Shephall

Labour

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Labour & Co-operative

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Labour & Co-operative

Sarah Mead

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St. Nicholas

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Labour & Co-operative

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Labour & Co-operative

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Symonds Green

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Conservative

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Conservative

Graham Lawrence

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Conservative

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You can get a list
of Council meetings
by logging onto:
[stevenage.gov.uk/
council-meetings](http://stevenage.gov.uk/council-meetings)

Councillor surgeries

Come and meet your local councillor at one of these monthly sessions. Councillors can help if you want to obtain information and advice, make a complaint or enquire about services that the council provides, you don't need an appointment just come along.

Bandley Hill and Poplars

Saturdays, 2 November, 7 December, 10 to 11am, at The Phoenix Building at The Hyde

Shephall

Saturdays 19 October, 16 November, 14 December, 11am to 12.30pm, Phoenix Building at The Hyde

Bedwell

Wednesday 16 October, 20 November, 18 December, 10 to 11am, Bedwell Community Centre Café

St Nicholas

Saturdays, 2 November, 7 December, from 10 to 11am, at St Nicholas Community Centre, Canterbury Way

Liberal Democrat Surgeries for Chells and Manor wards

Thursdays, 14 November, 7 to 8pm, Chells Manor Community Centre
Thursday 12 December, 7 to 8 pm, St. Hugh & St. John Church Mobbsbury Way

Symonds Green

Saturdays, 2 November, 7 December, 10 to 11am at Scarborough Centre, Scarborough Avenue
Tuesdays 8 October, 12 November, 10 December, 10 to 11am On The Green Coffee Bar, Symonds Green Community Centre

Martins Wood

Saturdays 26 October, 30 November, December no Surgery, 11am to 12noon, at Daisy's Café The Oval

Conservative surgeries for Bandley Hill, Longmeadow, Old Town and Woodfield wards

Tuesdays 15 October, 19 November, 17 December, 6 to 7pm, in room 002 in the Daneshill Main Reception.

Pin Green

Saturday, 2 November, 7 December, 10-11am, at Hampson Park Community Centre

Roebuck

Tuesdays, 12 November, 10 December, 12.30pm to 1.30pm, at St Peters Church Hall

Key Helplines

Need to report an issue? Save time by using our online services at **www.stevenage.gov.uk**

If you wish to speak to us regarding any of the issues in this box please contact either of our main numbers: **01438 242242** or **0800 136661**

- Cemetery Services
- Litter
- Graffiti
- Household Waste and Recycling
- Street Cleaning and Grounds Maintenance Parking
- Parks, green spaces and woodlands
- Trees
- Lost/found/contained dogs
- Planning

YOU CAN ALSO CONTACT SOME DEPARTMENTS DIRECTLY USING THE NUMBERS BELOW:

Allotment Lettings and enquiries **01438 242323**
Garage Lettings **01438 242548/242416**
Environmental health and protection (air and noise pollution, health & safety at work, food inspections and licencing) **01438 242908/242916**
Street Wardens (anti-social behaviour) **01438 242666**
Stevenage Parks **01438 242323**
Stevenage Leisure Ltd **01438 242605**
The Gordon Craig Theatre **01438 363200**
Stevenage Museum **01438 218881**

STEVENAGE COUNCIL HOUSING

For any of the housing matters listed in this box please call **01438 242666**

- Maintenance and emergencies
- Independent living services
- Homelessness and housing needs advice
- Right to buy

PLEASE CONTACT HERTFORDSHIRE COUNTY COUNCIL FOR:

Highways – potholes, roadworks and streetlights **0300 123 4047**

Libraries **0300 123 4049**

Schools **0300 123 4043**

Adult social care (including Meals on Wheels and Bus Passes) **0300 123 4042**

HWRCs (tips/dumps) **0300 123 04051**

General Enquiries **0300 123 4040**

OTHER USEFUL NUMBERS

Citizens Advice (Stevenage) **03444 111 444**

Domestic Violence/Abuse line **01438 242666**

Energy Efficiency Advice Line **0800 512012**

Floodline (Environment Agency) **0845 9881188**

Gas Emergencies **0800 111999**

Hertfordshire Police **101**

NSPCC: Childline **0800 1111** HelpLine **0808 8005000**

NHS non-emergency **111**

Pest Control – Dial-a-Pest **03444 828334**

RSPCA **0300 1234999**

Samaritans **116 123**

Thames Water **0800 9808800** (sewerage problems, blocked main drains) Water Emergencies (Affinity) **0345 3572407**

Leakspotters (Affinity) **0800 3765325**

Women's Refuge and advice **01438 242666**

Alcoholics Anonymous **0800 917 7650**

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