

Chronicle

Stevenage Borough Council's quarterly residents' magazine

Autumn 2020



**HOME
ADAPTATIONS**



**NEW
MAYOR**



**HOW WE SPENT YOUR
MONEY**



**LOCAL COUNCIL
LOCAL VOICE**



**LOCAL COVID
PLAN**



Photo taken by Cllr John Gardner

Leader's column



Many of you may be concerned to hear of plans to devolve local councils in Hertfordshire, raising the spectre of a mega-council, the largest in the country, which would see the disappearance of your local council that gives local residents such a strong voice here in Stevenage.

As Leader of Stevenage Borough Council, with my fellow leaders across Hertfordshire, I have called on Hertfordshire County Council and central Government to consult with the public on any changes because that is the way democracy must and will work. People making decisions should be close to the local community, to make sure they can have their say.

The people of Stevenage want to see the town recover from the Covid-19 pandemic and want to be reassured we are ready and have the capacity to manage any local outbreaks. We are pulling out all the stops to support local people and businesses by continuing to help those residents who are shielding, making transition plans for rough sleepers, getting local parks and leisure facilities open, helping businesses with grant payments and making changes to the town centre and high street.

Our council will be doing everything it can to keep the town on track with its key projects, including our major regeneration plans for the town centre, building a further 300 council homes to add to the 242 homes we have already delivered, investing in our neighbourhoods and supporting the most vulnerable amongst us.

Despite over a decade of austerity, our council has found ways to save £10m while protecting vital services. Stevenage people only pay £3.69 a week in Council Tax for local services, but the Council Tax for Hertfordshire County Council services is considerably more at £24 a week.

Hertfordshire County Council claims the changes could save approximately £140m. We are currently scrutinising this figure as we will need to understand the impact that it will have on local service cuts.

In the meantime we will continue to support local businesses, democracy and will fight to keep your local voice.

**Best wishes,
Leader of the Council, Cllr Sharon Taylor
Stevenage Borough Council**

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New mayor appointed

Stevenage has a new mayor, with keen cyclist, runner and long-serving councillor for the Old Town ward, Jim Brown taking the chains of office this year.

Jim has chosen homeless charity Haven First, Stevenage Community Trust and Sport Stevenage as his three supported causes. He takes over from Cllr Simon Speller.

Unfortunately, due to the COVID-19 pandemic the usual programme of mayoral events and fundraisers has been curtailed, but the mayor has been busy doing what he can within the limits of the restrictions, helping local businesses that have re-opened after lockdown, local parks and leisure facilities, the museum, and more.

His passion for cycling saw him help organise a virtual version of the Stevenage Cycling Festival and support



Bike Week earlier in the summer. All looping back into Stevenage's recently adopted Climate Change policies.

"I feel my main effort, must be to support those getting people through this difficult period and then continuing to help as the town recovers. So many fundraising events have been cancelled including the charity ball on 15 May and Stevenage Day due on 14 June that I fear income for the Mayor's charities will take a hit. I want to support this year's Mayoral charities who help our local community and reach out to the people of Stevenage."

The Mayor has set up a page for people to make donations to his chosen charities <https://uk.virginmoneygiving.com/JimBrown20>

New car charging points

Two new electric vehicle chargers are now live and available for drivers in Stevenage town centre near the Swingate car park.

You can find the chargers, along with all of the Electric Blue charger network, on ZapMap, with live charging data.

We are actively encouraging the transition away from petrol and diesel vehicles, by providing accessible charging infrastructure to increase EV uptake.

The two fast chargers offer four sockets for electric vehicle charging, and are ideally located for shoppers and commuters.

Once locations are agreed upon, further chargers will be installed before March of next year, as part of an ongoing project. Full 24 hour support for using the chargers and app is available by calling 0330 111 0078.

Cllr Lloyd Briscoe, Executive Member for Economy, Enterprise and Transport said: "On behalf of Stevenage Borough Council, I am very pleased to be working with Electric Blue and ElectrAssure on this initiative, both of whom are Hertfordshire-based enterprises.

"We know that residents are looking to invest in quieter, cleaner and lower carbon modes of transport, so the installation of more Electric Vehicle (EV) charging



points combined with our flexible approach to new infrastructure has to be seen as a positive.

"Enabling more people to switch to clean electric vehicles is one of our considerations in our "Future Town - Future Transport" strategy for addressing the climate emergency and delivering a carbon neutral Stevenage by 2030."

Trevor Watt, Senior EV Solution Specialist from contractor Electric Blue shared: "We are extremely happy to have won the tender and worked alongside Stevenage Borough Council. It is fantastic to be helping Stevenage increase their number of charging points, and as a result, grow the uptake of EVs."

Adapt your surroundings

Did you know that you may qualify for aids and adaptations to your house to make living independently just that little bit easier...?

If you're struggling in your own home environment because of a change in your circumstances that means that you may need something to make everyday tasks easier, we may be able to help with a variety of adaptations.

This could include things such as grab rails, stair rails, hand rails, stairlifts, through floor lifts, ceiling track hoists, showers, toilets, care assist baths, widened doorways, ramps and more.

We will carry-out any adaptation required to assist with the following:-

- Sight, hearing or speech impairment
- Mental disorder or impairment of any kind
- Physically substantially disabled by illness, injury, impairment present since birth, or otherwise.

Whether a person is in an Independent Living Scheme, a tenant of one of our bungalows/houses, owns their own home, is a Housing Association tenant or has a private landlord, we may be able to help.

The only difference is that the Council has to pay for the work to the properties we own, but in other cases an application would need to be made for a Disabled Facilities Grant.

We will carry-out any referral up to £1,000 in value without any qualification criteria; the tenant only need make their request through one of our Housing Officers, by completing a form.

If the work needed is over £1,000 we would require a referral from Adult or Children's Care Services (HCC or NHS), the referral process and contact numbers are now published on our new SBC website, along with criteria whereby any such referral may be declined by us. Any works valued at over £8,000 will be subject to a means test to establish if the tenant is financially capable of paying for these themselves through the 'Permissions' route.

The maximum value of any adaptations carried out at any one time to a property is £50,000.

We will provide adaptations that are deemed to be necessary, appropriate, reasonable and practical to suit the needs of elderly and disabled people or people with mobility problems.

Contact Social Services on 0300 123 4042 to request an assessment of your needs, after which they will forward a referral to us if they consider any adaptations are necessary and appropriate.

For further information or advice please contact 01438 242666 or email, aidsandadaptations@stevenage.gov.uk.



Apply for a postal vote today

Thank you to everyone who took part and completed this year's Canvass.

This is a reminder that you have the option to apply for a postal vote too, especially if you are unable to get to a polling station on election day.

The deadline for receipt of postal vote applications is 11 working days before the day of an election. You can apply to vote by post by visiting: www.stevenage.gov.uk/council-and-democracy/elections-and-voting/postal-and-proxy-voting



More Green Flag Awards



Stevenage now boasts five of the best green spaces in the country, after five sites received Green Flag Awards.

Fairlands Valley Park has won a Green Flag Award every year since 2010, Town Centre Gardens since 2011, Hampson Park since 2015 and Shephalbury Park since 2018. Weston Road Cemetery has won the award for the first time this year.

The burial grounds provide attractive and peaceful green spaces for all visitors to enjoy, whether for remembering a loved one or taking time for quiet reflection.

The Green Flag Award scheme,

managed by environmental charity Keep Britain Tidy under licence from the Ministry of Housing, Communities and Local Government, recognises and rewards well-managed parks and green spaces, setting the benchmark standard for their management across the United Kingdom and around the world.

The Stevenage sites are five of more than 2,000 across the country to collect the award for 2020.

Councillor John Gardner, Executive Member for Environment and Regeneration, said: "It's fantastic news that Stevenage has once again been recognised as having some of the best green spaces in the country – including Weston Road Cemetery which has won the award for the first time. This year, parks and open spaces have been more important



than ever and we're fortunate to have so many wonderful places for residents and visitors to enjoy in our borough.

"Winning the five awards is the result of hard work and dedication from the council, Green Space Volunteers, Herts and Middlesex Wildlife Trust, Health Walks and other partner organisations working together to maintain the sites."

The wrong plan at the wrong time

A poll suggests Stevenage and Herts residents are against plans to reform councils into one, larger, unitary cross-county body and want to retain their local council, offering them local choices...

A cross-party group of all local District and Borough Council Leaders have united to call for a rethink over Hertfordshire County Council's plan for one single authority for its 1.2 million residents and a recent poll suggests residents are also in opposition to the plan.

According to an opinion poll of more than 2,000 people across the county, carried out by the respected national polling company, Survation, an overwhelming 80 per cent of residents in Hertfordshire believe the county unitary proposal is the wrong approach.

In a telephone survey, carried out between 22 Sept and 3 October this year, targeting residents aged 18-plus living in Hertfordshire, Survation sampled 2,030 people to understand their views on proposals to create a single unitary council.

Key findings were:

- 59% of residents strongly opposed the creation of a single unitary council across the county, with only 12% saying it was something they would support.
- 80% of people believe their area would be better served by a local council than a single county wide unitary.
- 4 in 5 people said now is not the right time to make changes to the structure of local government.
- When asked about services currently provided by District Councils, such as refuse collection and housing, 75% of residents said these would be better delivered by their local council than a single county wide unitary.
- 76% of residents were concerned that their voice may not be heard by a county wide unitary.

Cllr Sharon Taylor, Leader of Stevenage Borough Council said: "Hertfordshire residents have made their voices clear. Now more than ever we need to focus all our efforts on supporting our communities through the Covid pandemic. We are doing all we can to support economic recovery for local businesses and people. Now is not the time to be looking to create mega-councils, when we are tackling the terrible effects of the Covid pandemic. We are committed to working closely with all other councils to support economic recovery and deliver vital regeneration projects."

The 'County Unitary' plan was publicly advocated by the Leader of the County Council earlier this year. District and Borough Councils expressed deep concern at the move, saying that the middle of a pandemic is not the right time to change council structures and any future proposals should be developed



LOCAL COUNCIL



LOCAL VOICE

collaboratively by all the councils, in consultation with local people.

In a joint statement, Leaders of the Hertfordshire District and Borough Councils said: "The Survation Poll is a very clear verdict on the County Unitary plans. Our local residents are overwhelmingly opposed to a County Unitary and we agree with them that it is the wrong approach at the wrong time. The poll confirms the strong feedback we have been receiving locally that people do not believe that a single unitary authority for 1.2m people is right for Hertfordshire - our residents, our businesses and our towns and communities.

"An overwhelming 80 per cent of residents in Hertfordshire believe the county unitary proposal is the wrong approach"

"COVID-19 has shown us that localised solutions are often the most effective, and the spirit of devolution is that democratic decisions affecting people's lives should be made where they are most effective and have the greatest impact, rather than in potentially unwieldy and arbitrary 'super councils'.

"Our view is, and particularly in time of a global health crisis, to continue to work together through our established and respected Herts Growth Board, comprising all the districts and boroughs of Hertfordshire, along with the county council and the Local Enterprise Partnership, to move forward collectively in the interests of all our communities.

"By listening to our people, continuing to support our communities through the COVID pandemic, we will achieve economic recovery and stability for our residents and businesses far quicker."



Just 12 pence in every pound of Council Tax goes to Stevenage Borough Council.

How we used your money

The latter part of our last financial year provided a unique set of challenges and added expense brought by the global pandemic. In the midst of this we sought to maintain the provision of vital services while providing extra support to the community. Here's what we managed to achieve in 2019/2020...

In an unexpectedly difficult but successful year we were able to meet a number of serious challenges head-on and uphold our commitment to our most important projects and initiatives, including the much-needed multi-million pound regeneration of Stevenage town centre.

We are committed to ensuring this ambitious programme of work continues to revitalise the town's infrastructure and assists in ensuring fit for purpose, flexible work and retail space, along with affordable living for all.

Our residents, businesses, community organisations, partners, councillors, staff, and volunteers do so much to help make Stevenage a great place in which to live, work

and do business. Listening to and working with you is fundamental to our ethos as a co-operative council and ensures our plans meet your expectations and needs.



Over the past year, we have seen substantial progress across our corporate plan 'Future Town Future Council' programme - a five-year programme that aims to include provision of housing that works for all, more accessible services, and

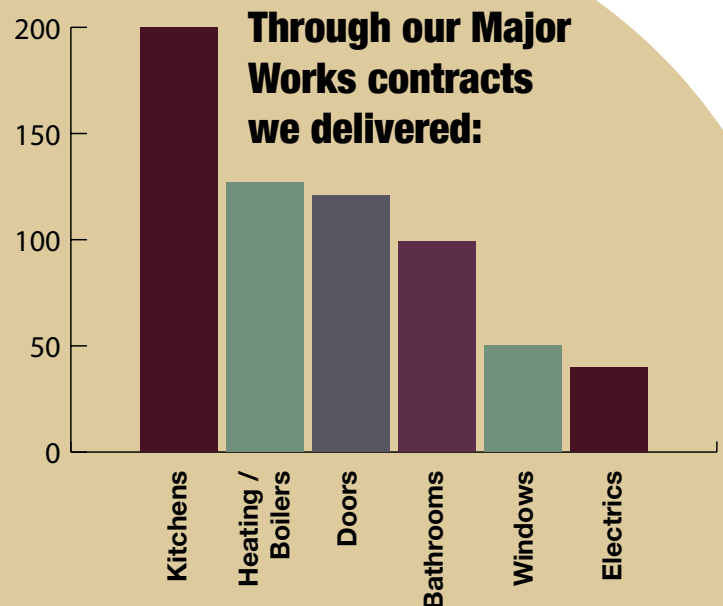
investment in our town's neighbourhoods.

Despite the difficulties the current coronavirus outbreak has placed on residents, business and ourselves, we are in a good position to continue our ambitious programme of work to ensure both town and council are reformed and revitalised for the twenty-first century.

With a renewed focus on Stevenage as a 'place of choice', we will ensure our cooperative approach helps us address the economic and social recovery challenges in the year ahead. This will be coupled with our commitment to addressing the town's contribution to climate change through sustainable local growth via partnership and resident engagement across the town.



We replaced or renewed communal heating systems at seven sheltered housing schemes, with works planned in a further eight.





Town Centre Regeneration

In 2019 we opened our Visitors Centre – and have welcomed nearly 5,000 visitors since then. The centre contains information about all of our planned regeneration programmes, two scale models of the plans, exclusive video content including a 3D fly through and a Lego replica of Stevenage Town Centre and more.

We have begun work on the Town Square and Town Square North Block where new paving, lighting and drainage are being introduced. The work on the North Block will upgrade the existing space, introducing mixed-use facilities, including conference and flexible working offices to previously unused retail space.

7 lifts



Seven lifts have been completed this year as part of our lift refurbishment programme in our flat blocks.

Work continued on the £50m Queensway North scheme, where we, along with our partner Reef, are introducing a range of new retail, flexible working, conference, and bar and restaurant space into one of our town's most iconic areas.

We also launched our regeneration website – www.Stevenage-Even-Better.com and new Instagram and Twitter channels (@StevenageBetter) – the website has been visited by over 40,000 unique visitors since its launch.

New branded hoarding has been erected round the Town Square and other development sites. The designs outline our plans, some key points from the town's history as well as highlighting the support of our key development partners.

In addition to that, last year we launched free Wi-Fi in the town centre to help connect customers and businesses.

Our popular Town Centre events programme once again included the Christmas market and saw the addition of our Summer Beach for the first time, which proved to be a hit with children and parents.

What happens next?

- Commence work on Phase 1 of the £350m+ SG1 project
- The first sites marked for development are the former police station on Southgate and Swingate House.
- Finalise retail stages of the £50m Queensway North programme, with our development partner Reef, a range of new facilities are being introduced into the former M&S unit and the adjoining spaces.
- Introduce new hoarding and branding to our key development sites where work has not yet begun.
- Complete work on Town Square and Town Square North Block projects.
- Work with partners towards making Stevenage a sustainable travel town

Contractors Wates Living Space and Mulalley completed major refurbishment works at
74
flat blocks



Building new homes

We continue to focus on building new affordable and private homes, delivering 66 affordable homes in 2019/2020 including schemes at Blackwell Close and Burwell Court providing much needed housing for local people. This brings the total to 238 since 2014.

Ten private sale homes at Ditchmore Lane are due for completion this spring and the sale of those will help us to re-invest in other developments at North Road, Shephall Way and Symonds Green, delivering 59 more homes for the town.

The contractor for the Kenilworth Close scheme has been appointed, which will provide over 200 homes including a state of the art independent living scheme.

In 2020/21 we will complete work on 19 new homes at Shephall Way and Ditchmore Lane, and continue working on more than 240 other homes. Work will also commence on site at Kenilworth Close including on the flagship older persons housing scheme.

In addition, we will be seeking planning permission on future schemes for approximately 300 more new homes.

Coronavirus response

Since March, we have committed to doing whatever is necessary to support our community through the Coronavirus pandemic.

This has included:

- Setting up our Stevenage Helps Hub for vulnerable residents and through our partners, Stevenage Community Trust, we have raised over £63,000 which has enabled us to support residents in financial distress.
- We have housed more than 45 rough sleepers, some of our most vulnerable residents, supporting their complex needs and planning for their transition into longer term housing.
- Our Stevenage Against Domestic Abuse programme has provided support for an increased number of referrals

for domestic abuse and we have expanded our 'Safe Space' provision.

- Our core services such as park maintenance and refuse collection have continued throughout, with the latter handling a 53% increase in recycling and 23% increase in refuse.
- Our business support team has delivered £11 million of government grants to over 800 Stevenage businesses and provided support where continued trading has been possible.

There will be continued hardship for many Stevenage residents and families over the coming months as the economic toll of the necessary measures becomes apparent and through our Recovery Action Plan we are committed to working with all partners, businesses and residents to ensure support and opportunity for all those affected in the coming year.



Community and safety

Among the work carried out by our Community Safety team was a 'Contactless Box Project' in partnership with Stevenage Rotary Club. The contactless boxes allow members of the public to provide contactless donations to local homeless people, which in turn, are developed into resources for Stevenage Haven First to support those accessing its services

Our award-winning Stevenage Against Domestic Abuse (SADA) service received over £224,000 from the government to help survivors of domestic abuse in Stevenage and North Hertfordshire.

- SADA had 497 referrals, assisted with ten cases of homeless domestic abuse survivors and hosted weekly drop-ins
- It hosted the "Through Emily's Eyes" domestic abuse conference, which was attended by over 60 service providers/partners
- SADA attended a number of secondary schools in Stevenage to provide healthy relationships talks to years seven and above with partners
- Our community safety team hosted pop up hubs in the tower blocks to enable residents to report ASB and speak to different teams within the council.
- There were 89 new referrals for the No More Service.

Healthy living

- The Annual Walking Festival attracted over 600 families who took part, and won the Modeshift National Sustainable Travel Award for Best Partnership
- More than 400 people attended the cycling festival
- The Healthy Hub had a total of 5,502 resident visits to improve their health and wellbeing including smoking cessation, mental health, physical activity and carers support services
- Over 3,200 walkers took part in Health Walks
- Our National Playday celebration attracted over 1,000 children and their families
- 4,224 children registered with the play service with almost 50,000 play sessions taking place.

The Customer Service Centre has handled:



160,837 calls



8,238 emails

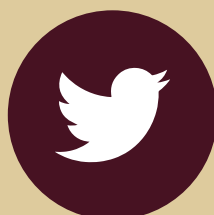


205 social media enquiries

On our social media channels we have had:



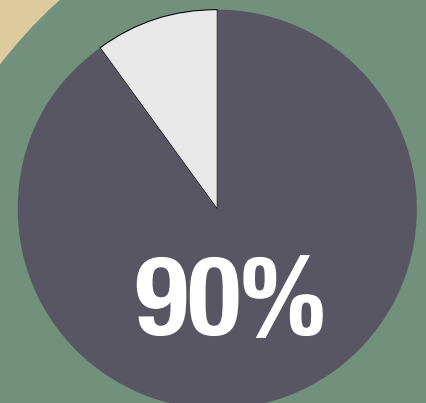
6,800
page likes and
7300 followers
on Facebook



9000
followers
on Twitter



1800
followers on
Instagram



Our Customer Service Centre has achieved a 90% customer satisfaction rating

Our Local Outbreak Plan Explained...



All Local Authorities have plans in place to help prevent, limit and respond to COVID-19 outbreaks.

We have such plans for Stevenage, to help us prevent outbreaks of COVID-19 wherever possible and manage them where they do occur.

Hertfordshire County Council's Director of Public Health is responsible for defining the measures needed and our plans are designed to work alongside the COVID-19 Hertfordshire Local Outbreak Plan published in July (available on the HCC website).

The Stevenage Local Outbreak Plan sets out how the council will work together with all the local Hertfordshire councils and our partners in the NHS, public health, care providers, local businesses, Police, voluntary agencies and many others across the county to help protect our community's health from the pandemic. The Coronavirus situation changes very quickly and Government guidance and legislation is issued on a regular basis. The plans are designed to provide a guide for us to respond rapidly to new circumstances as they arise.

Firstly, plans set out how teams across the our council are working to prevent the spread of the virus in high risk areas such as workplaces, leisure venues, warehouses, hostels, shops, licenced events and residential/supported living settings.

How we are keeping you informed and supported:

- #StaySafeStevenage providing regular advice and information on our social media channels and there is a special Coronavirus section on our website.
- Our Environmental Health, Licensing and Business teams continue to work with local businesses, the Town Centre Manager and event organisers, providing advice, guidance and support to keep them up to date with Covid safe practices.
- We're providing dedicated support to keep residents safe in our supported living schemes.
- Our Communities and Neighbourhood team checked all leisure and community facilities comply with Government and sector rules or advice before opening.
- Many of our community focused front-line officers are working with community groups, local police and agencies such as Citizens Advice to provide support and advice.
- Enforcement tools are in place for if and when they are required.
- Our councillors have raised awareness and provided free reusable masks to the people of Stevenage.

The plans then set out how we will monitor and analyse all the available Stevenage data from Herts Public Health and respond to a rise in cases across the town or an outbreak in a particular setting.



Examples of these plans include:

- Redeploying staff to assist the Environmental Health team with contact tracing for local NHS Test and Trace cases
- Officers available to respond to an outbreak quickly (for example, during out of hours)
- Putting support in place again for vulnerable residents
- Targeted communication campaigns
- Action plans to ensure that essential services can still be provided at this time.

Most importantly, our goal is to raise awareness, inform, support and protect residents to #StaySafeStevenage.

How we build more houses

The Government's latest report on housing in the UK highlights the shortfall of social housing. Stevenage Borough Council is making its own efforts to redress the balance...

We have long argued that the housing market is broken in our region, and in 2015 we took active steps to try and address the issue by investing in new housing projects.

The government's own report, Building more Social Housing, says that around 500,000 households are homeless or living in unsatisfactory housing conditions; one in every 200 people is without a home; and one in nine children live in overcrowded homes.

Over the last four years, we have sought to provide genuinely affordable council homes as well as homes for private sale and market rent to cross-fund our wider housing and regeneration efforts.

Cllr Jeannette Thomas, Executive Member for Housing, Health and Older People, commented: "It's pleasing to note that the report highlights that reform to the Right to Buy legislation is needed in order to allow councils to keep 100 per cent of the receipts and for a longer period of time. Furthermore, the prioritisation of public land for the development of sustainable housing schemes has got to be a better option than the current narrow and short term view that seeks to simply dispose of land for the highest price."

Our development programme

Since the formation of our dedicated Housing Development team in 2015 and a dedicated Housing Development Executive Committee, some 242 homes have already been built, a further 305 are on site, and over 700 more are currently in early design stages.

The programme combines a mix of smaller sites with larger regeneration projects to ensure that the whole town benefits from new developments and delivers supported housing as well as general needs dwellings.

Archer Road - Completed in 2017

- 30 Homes – all social rent
- £6m contract
- Mix of one/two bed apartments & three bed homes



Blackwell Close - Completed in 2020

- 15 Homes – 14 Affordable & one Private sale
- £2.3m contract
- Mix of one/two bed houses & apartments

Burwell Court - Completed in 2020

- 15 Apartments – all for social rent
- £1.7m contract
- Mix of one/two bed apartments
- Former derelict pub site

Kenilworth Close – In progress

- 236 Homes – 50/50 split private/affordable
- New retail & community facilities
- New state of the art independent living scheme

Symonds Green - on site

- 29 Apartments – all for social rent
- Mix of one, two and three bed homes
- £3.3m contract



Addison House. Shephall Way – on site

- Nine one and two bedroom apartments
- To be named after Christopher Addison following the centenary of the Addison Act. A time capsule will be buried at the site
- All for social rent

Ditchmore Lane – on site

- Ten Apartments – all private sale to generate surplus for reinvestment in to other council housing projects
- A restoration and refurbishment of three period properties

Councillors and ward surgeries

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Symonds Green

Labour & Co-operative

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Labour & Co-operative

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Labour & Co-operative

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Woodfield

Conservative

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Conservative

Graham Lawrence

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Conservative

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SG1 2QG
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margaret.notley@stevenage.gov.uk



Councillor surgeries

Call or email with your local councillor at one of these monthly sessions. Councillors can help with information and advice, making a complaint, or enquire about services that the council provides.

Bandle Hill (including the Poplars area) (Labour)

07 November 2020
05 December 2020
10.00-11.00
Our Ward Surgeries are held on these dates and times. If you would like to make an appointment, please call or email us

Bedwell

18 November 2020
16 December 2020
10.00-11.00
Our Ward Surgeries are held on these dates and times. If you would like to make an appointment, please call or email us

Chells Ward (Liberal Democrat) and Manor Ward

No physical surgeries. Please call or email us with any issues or concerns you wish to raise.

Martins Wood

28 November 2020
12 December 2020
11:00-12:00
Our Ward Surgeries are held on these dates and times. If you would like to make an appointment, please call or email us

Pin Green

07 November 2020
05 December 2020
10:00-11:00
Our Ward Surgeries are held on these dates and times. If you would like to make an appointment, please call or email us

Roebuck

10 November 2020
08 December 2020
12:30-13:30
St Peters Church, Community Hall "strict social-distancing conditions apply"

Shephall

14 November 2020
12 December 2020
11:00-12:30
The Shephall Centre, Shephall Green

St Nicholas

07 November 2020
05 December 2020
Shopping parade St Nicholas. Look for the gazebo

Symonds Green

Physical surgeries to be confirmed. Please call or email us with any issues or concerns you wish to raise.

Longmeadow, Old Town and Woodfield (Conservative)

No Surgeries are being held at the present time.



Follow our Stevenage local outbreak plans by watching our virtual meeting on our YouTube channel - <https://www.youtube.com/user/SBCComms>

Council meetings for your diary:

Executive meetings - 18 November 2020, 2pm
Executive meetings - 9 December 2020, 2pm
Full Council - 16 December 2020, 7pm

How to get in touch



You can access all of our services online 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**

Recycling Centres **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**

Get your local news in this magazine

The next edition is delivered next year. If you would like information to be included please email: chronicle@stevenage.gov.uk Chronicle is provided by Corporate Communications. Please be aware that the Editor reserves the right not to print articles. While every effort is made to ensure the information contained in Chronicle is correct, Stevenage Borough Council cannot be held liable for omissions and inaccuracies.

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