

Chronicle

Stevenage Borough Council's quarterly residents' magazine

Spring 2019



**NEW LOOK KENILWORTH
GETTING CLOSER**



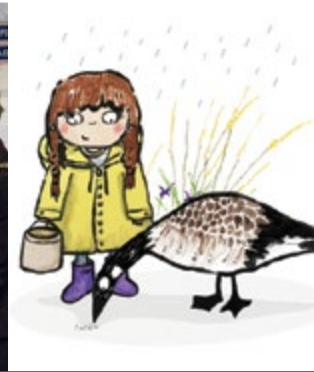
**60 YEARS OF
STEVENAGE DAY**



**COUNCIL HOUSE
FACTS AND FICTION**



**SCHOOLS UNITE AGAINST
KNIFE CRIME**



**GORDON THE GOOSE
GOES GLOBAL**



Leader's column



Welcome to the new issue of the Chronicle, providing you with the latest updates on council news and initiatives.

Following last month's budget announcement for Stevenage residents and in spite of further government cuts to our funding, I am pleased to share great news. Over the first two weeks of April, the council will invest in a Spring Clean for the town. This is your chance to get involved, by volunteering to tidy up Stevenage and get it looking good in time for summer. If you fancy dipping your toe into the world of volunteering then get in touch. We are looking for as many people as possible to lend a hand with our Spring Clean initiative.

Remember, we have a Locality Community Budget to help finance any ideas or suggestions you may have to improve different aspects of Stevenage. Let us know your thoughts - we'd love to hear from you.

The countdown to Stevenage Day has started. Can you believe it will be our 60 year anniversary? Which makes 2019 a Diamond birthday for Stevenage Day. It's another opportunity to get involved in a special day and become part of the cultural fabric of Stevenage. We pride ourselves on the town's cultural activities and Stevenage Day marks another vibrant event in our annual events calendar.

Finally, our three priorities, as voiced by you in our residents' survey, through social media channels and in feedback to our council staff, are moving forward. For those of you concerned with regenerating our town, we continue to work with our development partners and have some exciting plans in the months ahead. We are continuing to build affordable homes for the people of Stevenage and our community safety programme, making Stevenage a safe place, in partnership with the Police, continues. I am pleased to let you know that as part of our Cooperative Neighbourhood Management programme we have recruited four Neighbourhood Wardens to help look after our town.

If you are interested in hearing about our initiatives or volunteering to support our Spring Clean or Stevenage Day event, simply contact the team on chronicle@stevenage.gov.uk.

Councillor Sharon Taylor OBE
Leader of Stevenage Borough Council

Inside

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

Here's what to look out for this issue...

2 Sharon Taylor's column

3 News

4-5 A look ahead to our Diamond anniversary Stevenage Day and other ongoing events

6-7 Spring into action - become a green space volunteer

8 Council housing myths busted

10 Regeneration has started

11 Step Back in Time

12 What's On

13 Meet your council staff

14-15 Councillor Surgeries

16 Key Helplines



Greedy goose Gordon goes global

A children's story-style booklet on the dangers of feeding bread to ducks and geese and written by the council's green spaces officer has been adopted on the other side of the Atlantic.

Gordon the Greedy Goose, written by council officer Joel Gainsford, tells the story of a goose who gorges on too much bread and finds himself unable to fly. It was written as an allegory to warn people about the dangers of feeding too much bread to the waterfowl at Fairlands Valley Lakes.

Now, MacArthur Park in Little Rock, Arkansas, has adopted the story for its own wildfowl awareness campaign.

"We obtained permission from Stevenage Borough Council to re-print this booklet," said Stephan McAteer, Director. "and will distribute it with the assistance of a Conservation License Plate Education Grant from the Arkansas Game and Fish Commission. By educating park visitors about the harmful effects of feeding geese, we hope to develop a greater appreciation of appropriate interaction with waterfowl and the environment. Visitors and geese will be happier."



Stevenage Youth Council has welcomed some new members and allocated new roles.

Lead by Youth Mayor Ugonno Umunnakwe, roles in the council include a chair (Jen), vice chair (Santino), secretary and treasurer (Elliott and Ollie), media communications team (Emily, Enola and Kevin), events and trips team (Emma, Jerome and Paul), school and youth work (Paige, Ugo and Kabita) and a funding team (Danielle, Will and Evelina).

Youth Councillors promote the voice of young people, get involved in local decision making and campaign on issues that are important to younger residents. The Chair of the Youth Council also holds a non-voting seat at Stevenage Borough Council meetings.

Life's a gas for new Liberty apprentice

A young Stevenage tenant is starting the year with bright prospects thanks to property services company, Liberty Group - a long-standing partner of Stevenage Borough Council.

Sam Haynes, a Stevenage Borough Council tenant, secured a gas engineer apprenticeship with the company, and undertook a 15-week training course to secure a CGLI Level 3 Gas Diploma.

After completing his courses he has been selected by Liberty to help build his career, gain valuable experience and complete his apprenticeship working in homes across the town.

Liberty currently delivers gas maintenance services for Stevenage Borough Council and is actively creating apprenticeship roles as part of its commercial commitment to create local job opportunities.

Sam used to work part time in a local carvery restaurant, and is following in the footsteps of his father by completing his gas engineering training at Barrett Bell.

He joined Liberty at the beginning of January 2019 and will now shadow experienced engineers working on Liberty's contract with Stevenage Borough Council.

He said: "I've always wanted to work in this sector after being inspired by my Dad, and my training with Barrett Bell was a great way to get a foot in the door. I'm really excited to have been given the opportunity to develop my skills and experience with Liberty Group and putting what I've learnt into practice."

His manager, Dave Sandford, added: "Sam is proving to be a confident engineer with great customer service skills, and we are continuing to support him and coach him until he is ready to work independently."

Ian Craig, Regional Director for the South, at Liberty Group said: "At Liberty, we are proud to offer apprenticeships that give young people like Sam a platform for a successful career with us."

"We are looking forward to continuing to work with Stevenage Borough Council to give more local young people a chance to build a brighter future for themselves."



60 YEARS OF STEVENAGE DAY



This year marks the Diamond anniversary (60 years) of the annual Stevenage Day festival, the town's biggest charity fundraising event and there are still opportunities to book your organisation's stall at this year's special show.

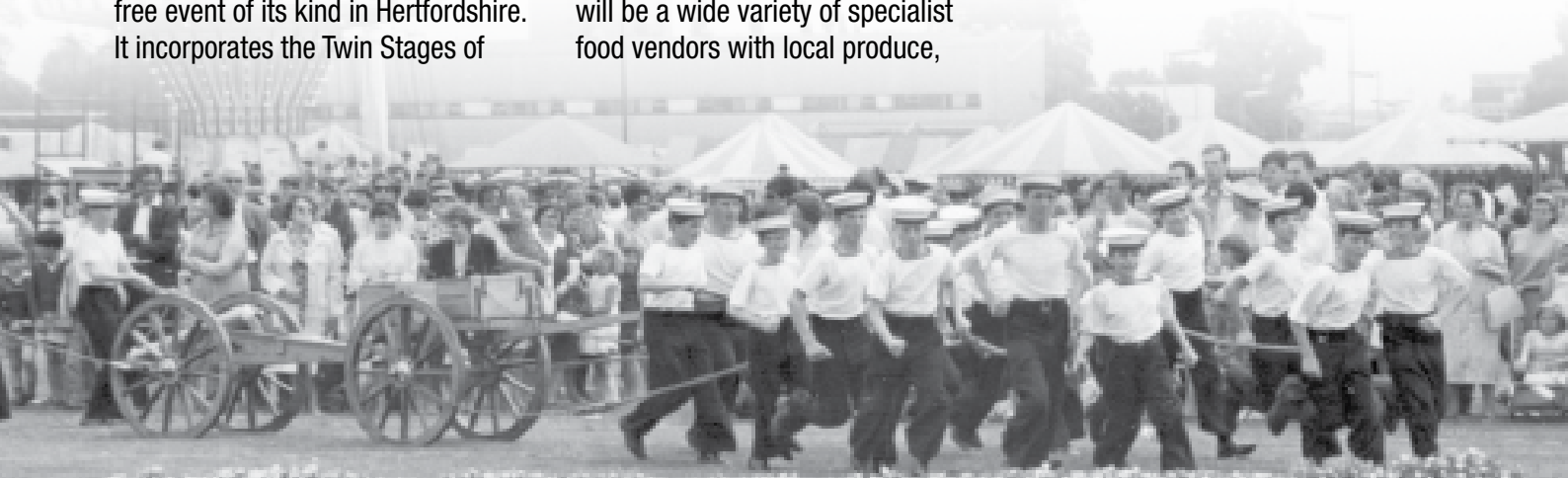
Last year's event attracted more than 30,000 people, making it the largest free event of its kind in Hertfordshire. It incorporates the Twin Stages of

Rock in the Park and the whole event is the highlight of the Stevenage Festival. This year's Stevenage Day, which takes place on 9 June at its traditional location on King George's Playing Fields promises to be bigger and better than ever.

As well as rides and attractions, arena displays and live entertainment, free parking and free activities, there will be a wide variety of specialist food vendors with local produce,

a licensed bar and over 200 stalls dedicated to charities, voluntary organisations and local businesses, now is your chance to book your place at this special anniversary day for all the family.

If you're interested in being part of the fun or sponsoring the event, contact stevenageday@stevenage.gov.uk or call 01438 242712.



WORKING FLAT OUT ON REFURBISHMENTS

Council officials met up with SBC partners Wates Group and Mulalley Construction to venture out in plummeting temperatures and check on the progress of the £45million worth of major refurbishments being carried out on 550 blocks of flats throughout the town.

The five-year project, designed to prolong the life of 4,000 homes in the town, includes repairs to roofs, windows, structural repairs, rewiring, fencing, paving, signs and some redecoration of communal areas.

Work is underway in various locations across the town including Pitt Court, Albert Street, Southend

Close and Plash Drive with work shortly set to commence at Gladstone Court, Kimbolton Crescent, Skipton Close, Four Acres and Julian's Road. Look for the Stevenage Borough Council signage around the town and you will get a sense of how much work is taking place.

The council is working closely with construction partners Mulalley and Wates, which is also putting back into the community with the creation of new locally-staffed jobs and future career initiatives through its Building Futures scheme, which sees trainees learn a variety of construction skills before eventually obtaining their

qualifications, enabling them to work in the sector.

Launched in 2005, more than 1,500 learners nationwide have completed the course so far. All graduates of the course also receive six months support afterwards to help them find a job.

Activity has also included careers events at North Herts College and Marriotts School.



Schools unite against knife crime

Knife crime is an epidemic that affects not only inner-cities but is fast spreading into suburban areas as it reaches record levels in the UK.

According to the latest figures from the Office of National Statistics, the number of fatal stabbings in England and Wales in the 12 months leading up to March 2018 was the highest since records began, with 285 killings by a knife or sharp instrument.

One in four of these were young men aged between 18-24 and there was a 45 per cent increase in the number of victims aged 16-24.

The problem has been exacerbated by many factors including and the spread of so-called 'County Lines'

where drug gangs are spreading out of cities and into suburbs.

In a bid to stem this rising tide of violence, the council is part of a joint initiative with Hertfordshire Constabulary, Hertfordshire County Council and a number of third party support agencies to increase awareness of knife crime and the issues around it.

Five secondary schools in Stevenage recently took part in a project to explore the reasons why young people carry knives.

Operation Edge is a competition funded by local and county councillors and the Safer



Neighbourhood Initiative Fund. The schools each made a film on the subject which was assessed by a panel of experts, including TV Actor Kevin Whately, Chief Constable Charlie Hall and Film Composer David Arnold.

The finalists took part in a red carpet screening event at Stevenage Cineworld, which saw the film by Marriotts School declared the overall winner, with Barnwell School named as the runner-up.



Spring into action - volunteer!

With the return of (we hope) better weather, spring brings with it fresh opportunities to get outside and enjoy the town's open spaces. But did you know that you can double up on that enjoyment by becoming a green spaces volunteer and help keep the town in the trim? Read on to find out more...

Getting out in the fresh air, meeting new people and becoming active in the community brings huge benefits in terms of health, well-being, fitness and confidence. And our green space volunteers are also a vital asset that helps to maintain the town's green spaces such as parks, woodlands and wildlife reserves.

As a volunteer, you will join a team of staff and other volunteers to help undertake improvements to open space projects around the town. There will be opportunities for activities in different types of green space including parks, woodlands and ponds undertaking a broad variety of tasks.

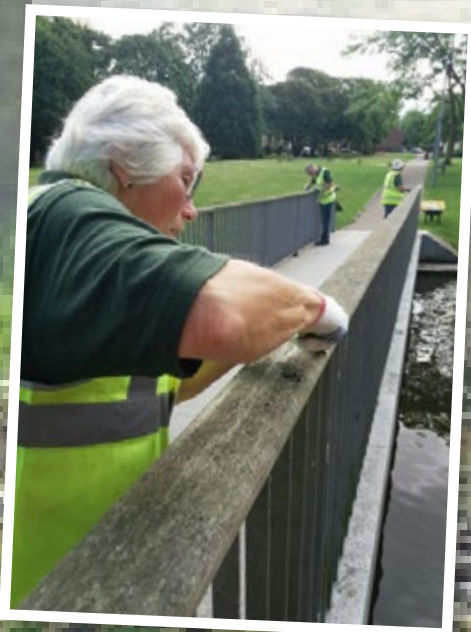
Your personal preferences will be taken into account but activities may include woodland ride maintenance and coppicing, bulb planting, ecological surveys, improvements to ponds, and the installation of bird and bat boxes. It might also include:

- Promotion of green spaces and environmental projects
- Practical conservation and habitat management
- Wildlife surveys
- Litter picking
- Assisting with events and community projects
- Building and repairing fences, picnic tables, and other structures
- Site clearance including clearing of scrub and other vegetation
- Digging
- Weeding
- Planting
- Pond clearance

Or if you're not keen on that...

- Talks and presentations to local groups and organisations.
- Taking photographs

You don't have to devote your entire existence to it. Volunteers are welcome to attend for as much or as little time as they can spare. Whether you have one hour or four hours to volunteer, everybody's help is welcomed and valued.





Volunteers



Sessions will normally take place at weekends, although there may also be some opportunity for mid-week volunteering.

You do not even need specific skills or experience. We encourage and welcome people from all sectors of our community to volunteer and no previous experience is required. You just need to enjoy the outdoors and want to make a difference to the town where you live.

However, if you have any skills/ experience/knowledge that you think might be useful let us know as we may even be able to develop new volunteering opportunities on the back of this.

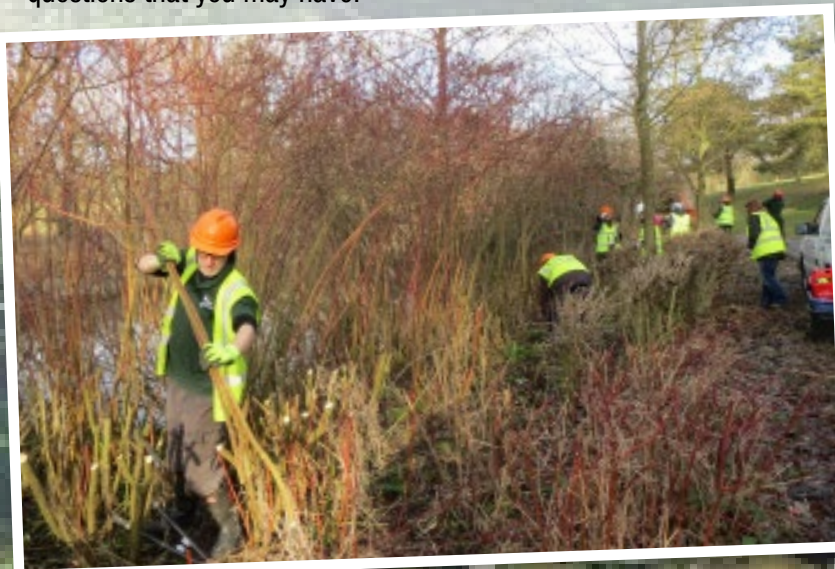
New and existing volunteers are always supported and guided by staff working for the council's Environmental Services or our partners. You will receive support and supervision from the member of staff with whom you are working. There will also be opportunities for you to talk about any great ideas you might have for volunteering tasks in other parts of the town.

Once we receive your completed form we will contact you to arrange a mutually convenient time to meet, to see proof of your identity and address and to answer any questions that you may have.

We will also require you to sign a Volunteer Agreement which outlines what you can expect from us and what we expect from you as a volunteer.

You will then be provided with a volunteer starter pack which will contain additional information that may be of interest, such as forthcoming volunteering opportunities and on community green spaces in Stevenage.

If you are interested in volunteering, you can download an application form on the Stevenage.gov.uk website; email at parksandamenities@stevenage.gov.uk; write to us at: Environmental Services, Green Spaces Policy and Development Team, Daneshill House, Stevenage, Herts, SG1 1HN. Or call on 01438 242323.



COUNCIL HOUSING:

Back in the good old days, getting a council house used to involve the relatively simple matter of putting your name on the waiting list and.... well, waiting a while. The opportunity to buy your own council home and a significant shortfall in the number of new homes being built has created a huge scarcity in available homes. So what are the facts about council housing now?....

How many council homes are there in Stevenage?

There are currently 7808 homes.

How does that compare with the rest of the country?

Just eight per cent of the UK population now live in council-owned property. In Stevenage the figure is 28 per cent.

Why are there so few houses available?

Of the 274 general need lets in 2017/18, 158 were either houses or bungalows. Generally, there are

fewer local authority social housing properties available due to Right to Buy; massive under-funding of the social build program; removal of building grants; borrowing restrictions on local authorities and demand on social housing has also increased as property values have increased etc.

When my children turn 18 and want their own home, can they simply turn up at the Council Office and be given a house?

Not really, no. Once your child turns 18 they can apply to be registered on the Housing Needs Register, this means completing an application form. You can get a form by contacting our Customer Service Centre. Everyone who successfully registers for housing will be notified of their registration date; banding and reference number to login to the Homes 4 U website so that bids can be made.

<https://home4u.org.uk>

Available properties (including Housing Association properties) are advertised on a weekly basis and applicants can express an interest in them.

Why does my position on the Housing Register list change?

Your position on the shortlist is based on your priority banding and the number of applicants that may bid on the homes advertised; therefore your position may change on a weekly basis. For example, in one week you may have the second position, but in the following week, should someone with a higher priority place a bid your position will go down. This means that your position is never static and will move up and down depending on who else bids and what homes are available in any given week.

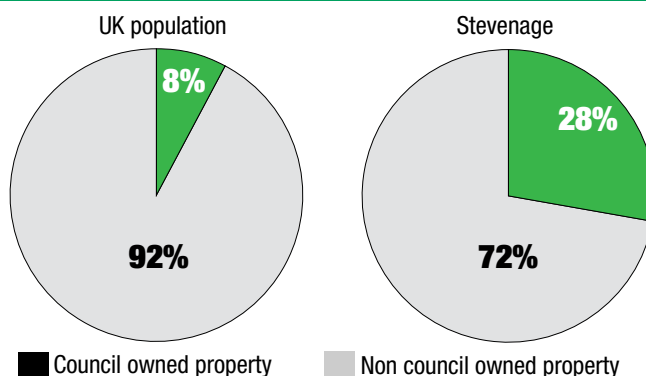
Why doesn't the council advertise all their homes when they become vacant?

There are instances where we have a legal requirement to house applicants, such as in urgent cases of repair or if a specially adapted home becomes available for example. Although rare at times we may also have to withdraw a property that has been advertised. Again, this will usually be due to the urgent rehousing of an applicant in relation to the examples given above.

How many council homes are there in Stevenage?

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FACTS AND FICTION

I was accepted onto the Housing Register sometime ago, why would my housing application bidding date change?

Once your application has been approved and added to the housing register, you are provided with a priority date. This date will remain with you during the whole time you are bidding on properties. The only reason the date will change is when you have a change of circumstances which will change the banding you are in. An example of this is adding another adult/child to your application and/or a medical priority banding is applied.

How many larger-sized homes does SBC have and how often are they available?

In the financial year April 2017-March 2018 and the first two quarters of this year April to September 2018, only 15-larger sized properties became available. Stevenage has a limited number of properties, the information below shows how many properties of the larger size we have and how many were available to let in the timespan listed above

3 x 6 Bedroom Houses – zero have been available for re-let in the time span

50 x 5 Bedroom Houses – 3 have been available for re-let in the time span

366 x 4 Bedroom Houses – 12 have been available for re-let in the time span

Is it easier to get a house if you present yourself as homeless?

If you present yourself as homeless, it doesn't always mean you will be housed in Council accommodation. In April 2018, new homelessness legislation came into force called the Homelessness Reduction Act. Local Authorities have new duties to work with anyone presenting to them as potentially homeless and to try and prevent them becoming so. Each case is allocated to a Housing Options caseworker and they work with each individual or family in drawing up a personalised housing plan to help them keep their current home or find alternative accommodation. Both parties must agree to the steps in the plan. If the local authority cannot prevent someone becoming homeless they must try

to relieve their homelessness by helping them to find alternative accommodation such as a private tenancy. If someone does become homeless, is found to be a priority need and has not caused their own homelessness, the Council's help can include the offer of a tenancy in a Private or Social Housing home.

What is the council doing to house people sleeping rough?

The Housing Options team walk around the Town Centre and Old Town every weekday and try to engage with any rough sleepers they see and to encourage them to come in to the Council for advice and assistance. Our Community Safety team also visit areas where rough sleepers are reported. We are able to refer to hostels and The Haven and help those sleeping rough to engage with other support services. If members of the public are concerned about anyone sleeping rough, they can contact the national 24 hour rough sleeping referral line StreetLink on 0300 500 0914 or online at www.streetlink.org.uk For more information please contact housing.advice@stevenage.gov.uk or call 01438 242242.

How many larger-sized homes does SBC have and how often are they available?

The breakdown from April 2017- September 2018 is:



3

Six Bedroom Houses



0 became available



50

Five Bedroom Houses



3 became available



366

Four Bedroom Houses



12 became available



New-look for Kenilworth Close

A complete revamp of Kenilworth Close, in Bragbury End has been given the go-ahead and demolition is likely to begin this year in Spring, with construction planned to begin in the summer.

It will include a mix of houses and flats which are for sale, affordable rent and social rent and will help to meet the needs of a diverse local community by bringing a varied mix

of property types to the area.

Some 236 new homes are being built, of which 118 will be for social and affordable rented accommodation.

The development includes a new state of the art independent living scheme for older people consisting of 88 one and two bedroom apartments. It will also boast new facilities including a roof terrace garden, a café that will be

open to the wider public as well as the residents of the scheme and a much improved and more structured green space.

There will also be four new improved retail units included in the development.

If you have questions or concerns about the Kenilworth development you can address them to Housing. development@stevenage.gov.uk.



Step Back in Time

The rejuvenated Market Place is now a new area for families and children to relax and enjoy in the centre of town. Working alongside contractor Meeres Civil Engineering throughout the year-long project, we invested in improvements to paving, street furniture, added greenery and a raised lawn area to breathe new life into the area.

Contrast it with how it used to look before we made the improvements and we hope you will agree it is much more attractive for shoppers, youngsters and shopkeepers alike. Take a look further back and you can see how it was when it was first being built.



What's On:

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

March 2019

Museum: The Windrush: seasons of migration and settlement

27 March – 29 June

When the new town was built, people came from far and wide to make their homes here. This exhibition explores the story of those who made the journey from the Caribbean and their contributions to the town.

Museum: Saturday Morning Movie Box

9 March, 6 April, 11 May

Children only (no adults). Watch a film, do simple arts and crafts and enjoy a snack, then share your thoughts on the film. Numbers are limited so book in advance.

For children aged seven and over. £2.50.

Museum: Saturday Afternoon film and tea

16 March, 13 April, 25 May

Starts at 2pm for the film and tea. Suitable for over 12s. £5 per person.

Museum: Family Saturdays

23 March (2pm-3pm)

Whether you're a hard-headed Roman, a tired Tudor or a stubborn Stuart there be something for you as the museum offers up the greatest games in history.

Museum: Toddler Move Time

6 March, 3 April, 1 May

10am-11am

Explore the museum with our visiting dancer. Hop, jump and wriggle your way around the space. Fun for under-fives and their parents and carers. And it's free.

Museum: Under Fives

Stories, games and arts and craft fun

April 2019

Town Centre: Continental Market

3-6 April 10am – 6pm daily

Come to Queensway to sample a wide array of food from all over Europe including wine, cheese and meats.

Town Centre: Easter Lego Trail

8 – 19 April

New for Easter. Follow the trail of Lego pieces in participating retailers around the town centre to complete the Easter-themed puzzle.

Museum: 60 years of the Town Centre

20 April 2pm-4pm

The Queen came to Stevenage to open the town centre 60 years ago, the first pedestrianised shopping area in the country. The museum will be celebrating with a 50s-themed party.

May 2019

Town Centre: Outdoor Cinema

Saturday 25th May Town Square

Free films by the fountain in the town centre. Two to three showings a day with the films chosen via a Twitter poll.

June 2019

Town Centre: Stevenage Festival Fun Day

Saturday 1st June

Town Square

The Stevenage Festival is working with the Arts & Heritage Forum (which is supported by SBC) to put together a fun day for all the family to celebrate the launch of the council's cultural strategy and also the 25th anniversary of the Stevenage festival.

Things will kick off in the Town Square at 11am with performances of music and dance and food stalls.

At around noon there will be an invasion of drummers converging on the town square from all directions. They will meet up with other musicians in the square to perform a fusion piece for drums and steel pans. There will be an opportunity to join in with junk percussion created for the event.

At around 1 pm there will be more music and dance on the performance stage in the square.

An activity pack will be available for families to help them find out more about the New Town, put together by students from North Herts college.

FREE PARKING ON SATURDAYS

On selected Saturdays throughout the year there will be free parking in the multi-storey car park from 8am- 6pm

Saturday 30 March
Saturday 20 April
Saturday 25 May
Saturday 29 June
Saturday 27 July
Saturday 17 August
Saturday 21 September
Saturday 26 October
Saturday 30 November
Saturday 7 December



Meet....

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



Danny Stearn, Refuse & Recycling Operative

As well as keeping Stevenage clean and tidy, and helping the team recycle more than 400 tonnes of waste materials every month, Danny will be running the London Marathon this year to raise money for Kidney Research UK - a charity which funds research that focuses on the prevention, treatment and management of kidney disease.

"My Grandad, my absolute hero, needed a kidney transplant when my Mum was only eight years old," explained Danny. "Due to the success of this transplant, he then went on to live another 25 years and I couldn't be more grateful that this helped my Grandad live for as long as he could."

"I want to raise money for this charity to help other people just like my Grandad that may be in the same situation so that they can live a normal life. Right now, the lives of over three million people in the UK are threatened by chronic kidney disease and no one knows when it may strike next, it can affect anyone, young or old."

"Those that know me, will know I don't do much running and never set foot in the gym. You're more likely to find me in a pub with a beer in my hand so this really is a big challenge for me and I honestly wouldn't be able to do it without all the love and support you have shown me."

Danny has set himself a fundraising target of £2,100. If you want to help him reach his target, you can pledge any amount online here - <https://uk.virginmoneygiving.com/DannyStearn>



Nicola Loughrey, Senior Customer Service Advisor



It's Nicola's job to help Stevenage residents resolve issues that the council is responsible for or can help with, and to ensure the customers are able to access the services that they need.

"It's a fantastic place to work," says Nicola. "First of all we have an amazing team. Every member of the team, be it management or an apprentice, new starter or someone who is multi-skilled... we all work together to resolve enquiries."

"The long term aim of this will always be to enhance the customer's journey. We deal with a variety of enquiries and issues every day. It could be someone who has reported a missed bin. It could be somebody who is recently homeless; it may be somebody reporting a repair, or help with a benefit enquiry. The list goes on."

As well as dealing with all sorts of different customer issues, Nicola is also helping the council move towards a better digital offering so that residents who prefer to can gain immediate access to services through the website, social media, or email.

"We are currently developing the Customer Service Centre, introducing other services and aiming to take a more digital approach. Of course there will be staff on hand but the digital approach will make the customer's experience easier and they will be able to access services more independently."

Visit www.stevenage.gov.uk to see how easy it is to access services.

Councillors and ward surgeries

Bandle Hill

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Conservative

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Details correct at time of publication (subject to change following Local Election on 2 May 2019)

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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.

Bandle Hill and Poplars

Saturdays 13 April, 18 May, 15 June,
10am to 11am, at The Phoenix Building
at The Hyde

Bedwell

Thursday 18 April, 16 May, 20 June,
10am to 11am, Bedwell Community
Centre Café .

Chells

Fridays 5 April, 3 May, 7 June, 6pm to
7pm, at Timebridge Community Centre

Longmeadow

Saturdays 13 April, 11 May, 8 June,
10.30am to 11.15am, at Hertford Road
shops, opposite the community centre

Liberal Democrat Surgeries for Chells and Manor wards

Thursdays 11 April, 9 May, 7pm to
8pm, at Chells Manor Community
Centre. 13 June, 7pm to 8pm,
Timebridge Community Centre.

Martins Wood

Saturdays 27 April, 25 May, 29
June, 11am to 12noon, at The Oval
Community Centre.

Pin Green

Friday 5 April 7pm to 8pm, Saturday
4 May 10am to 11am, Friday 7
June, 7pm to 8pm at Hampson Park
Community Centre.

Roebuck

Tuesdays 9 April, 14 May, 11 June,
12.30pm to 13.30pm, at St Peters
Church Hall.

Shephall

Saturdays 6 April, 4 May, 1 June, 11am
to 12.30pm, Phoenix Building at The
Hyde

St Nicholas

Saturdays 6 April, 4 May, 1 June,
from 10am to 11am, at St Nicholas
Community Centre, Canterbury Way.

Symonds Green

Saturdays 6 April, 4 May, 1 June,
10am to 11am at Scarborough Centre,
Scarborough Avenue. Tuesdays 9 April,
14 May, 11 June, 10am to 11am On
The Green Coffee Bar, Symonds Green
Community Centre

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

Tuesdays 16 April, 21 May, 18 June,
6pm to 7pm, in room 002 in the
Daneshill Main Reception.

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 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

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**

Get your local news in this magazine

The next edition is delivered in June. 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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 StevenageBC

