

Chronicle

Coronavirus Special Edition

Stevenage Borough Council's quarterly residents' magazine

Spring 2020



THANK YOU
MESSAGES



OUR SERVICES



STAY SAFE



STEVENAGE HELPS



Leader's column



In the midst of the current Coronavirus crisis, our motto 'the heart of a town lies in its people' has never been more important than it is now.

We can and will get through this by supporting each other, helping the vulnerable to stay safe, and doing all we can to protect our local economy. Together we can and will do this.

Our approach has been to work across the political parties so our Stevenage Council Executive and our opposition leaders have been meeting as the Emergency Planning Committee to receive updates on plans to make sure we are responding effectively. We have been hearing from our contacts in the community and businesses so that information they share can inform our plans for the future.

Unfortunately, we have already had to make some tough decisions regarding stopping some of our non-essential services to help us focus on those that are essential and also decisions on the closure of certain of our facilities. We know for instance, that Stevenage Community Centres are at the very heart of community life in our neighbourhoods but, sadly, we had to close them as it would simply not be responsible to allow communal activities to continue during the current pandemic.

We will be working with our Community Centres to assess, how the council can support them through this difficult period including financially. We want to help them return back to normal to support residents and local groups as soon as it is safe to do so.

I want to reassure you that Stevenage Borough Council will do everything it can to support its residents and businesses who are struggling with their finances due to the problems caused by this worldwide crisis. Please call the council as soon as you know you will have a problem whether that is with your rent, council tax or other costs and we will help with advice, benefits checks and discretionary relief where appropriate.

Our 'Stevenage Helps' number for our residents to call if they need help with shopping, medicines collection, advice or support is 01438 242452. Thank you to all our partners who are working with us on this project.

No-one should find themselves homeless, particularly at this difficult time, and there will be no evictions from council properties over at least the next three months as we tackle the public health crisis together. We have been able to find accommodation for most of our rough sleepers in Stevenage but if you are worried about someone, please let us know.

Lastly, I would like to say a big thank you to all our staff for continuing to maintain vital services during this difficult time. It hasn't been easy and we do appreciate the public's patience and understanding as we work our way through it. Thank you to all those of you who have taken the advice to Stay Home, Protect the NHS and Save Lives, so seriously.

As ever, our priority is to keep safe the people who are always at the heart of our town. Be careful, stay safe and let's all work cooperatively to get through this together.

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

Inside

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

- 2 Leader's column
- 3 Coronavirus - What should I do?
- 4-5 What help can I get
- 6 How your services are affected
- 7 Frequently Asked Questions
- 8 How you can help?
- 9 Getting support
- 10-11 Councillor and ward surgeries
- 12 How to get in touch

CORONAVIRUS

WHAT SHOULD I DO?

Stay. At. Home.

The Government has introduced tighter restrictions on movement in a bid to slow the transmission of the virus and prevent the NHS from becoming overwhelmed. This includes a ban on gatherings of more than two people

Wash Your Hands

The most effective measure you can take to stop the spread of the virus is to regularly and thoroughly wash your hands with soap and water. By all means use anti-bacterial gel as well, but know that it is a virus and not a bacteria. The membrane of the virus is more easily destroyed by soap and warm water, so wash your hands thoroughly for 20 seconds at least.

This is especially important if you have been outside. Also try to avoid touching your face because it can enter the body through the eyes, mouth, ears and other spaces.

Social Distancing

This means staying at least two metres from other people to help prevent the spread of the disease. There should be no gatherings of more than two people except for the people you live with. Do not visit other people's houses or socialise outside your home.

Only leave home for essential shopping, medical needs and one form of exercise per day. You can travel to and from work if absolutely necessary but if you can work from home please do so.

The symptoms

The virus affects the lungs and symptoms start with a fever (above 37.8c) followed by a continuous dry cough which can lead to breathing problems. "Continuous" is defined as coughing for more than an hour or have three or more coughing episodes in 24 hours.

It takes, on average, five days for symptoms to show but it can incubate for up to 14 days according to the World Health Organisation (WHO).

What if I get Coronavirus?

If you have symptoms of Coronavirus infection (COVID-19), however mild, stay at home and do not leave your house for 14 days from when your symptoms started (this action will help slow the spread of infection). This is regardless of whether you have travelled to affected areas.

You do not need to call NHS 111 to go into self-isolation. If your symptoms worsen during home isolation or are no better after 7 days contact NHS 111 online. If you have no internet access, you should call NHS 111. For a medical emergency dial 999.



What help can I get?

The council is doing its best to provide whatever support it can at a local level, while the Government has introduced a package of measures to help employees and businesses navigate their way through these difficult times including support on wages and business rates. Find out more about the help you are entitled to...

Uncertainty surrounding businesses and employment as the result of the ongoing Coronavirus situation has inevitably led to difficult financial circumstances for many who find themselves unable to work and earn, either temporarily or for the longer term. Help from the Government is available, however, for employees, business owners, and those with mortgages or rent to pay (either private or to the local authority such as Stevenage Borough Council).

OUR SERVICES

Rent

Some people may be concerned about their financial situation over the coming weeks and, although we expect you to continue to make payments towards your rent and any arrears you may have, we will not be evicting anyone if you are struggling financially due the impact of Coronavirus. If you are worried about paying your rent and need support or advice please contact us on 01438 242666 or email Income@stevenage.gov.uk.



Repairs

We will be focusing on delivering essential services until further notice. This means Urgent and Emergency repairs will be our priority so that we can help those who need our help the most during these uncertain times. Until Government advice changes, we will continue to follow their guidance which will protect the health and wellbeing of our staff and of course you, our valued customers, from the spread of the Coronavirus.

Complaints

Some of our officers will be providing support to our most vulnerable residents so this may mean your response is later than we would wish. Please bear with us during this time.

GOVERNMENT SUPPORT

The Chancellor has set out a package of temporary measures to support public services, people and businesses through the Coronavirus crisis.

Lay-offs/unpaid leave

Your employer can ask you to stay at home or take unpaid leave if there's not enough work for you.

A lay-off is if you're off work for at least one working day. Short-time working is when your hours are cut.

Furloughed firms

Furloughed employees must have been on your PAYE payroll on 28 February 2020, and can be on any type of contract, including:

- full-time employees
- part-time employees
- employees on agency contracts
- employees on flexible or zero-hour contracts

The scheme also covers employees who were made redundant since 28 February 2020, if they are rehired by their employer.

How long you can be laid off?

There's no limit for how long you can be laid off or put on short-time. You could apply for redundancy and claim redundancy pay if it's been:

- Four weeks in a row or six weeks in a 13-week period

You should get your full pay unless your contract allows unpaid or reduced pay lay-offs. If you're unpaid, you're entitled to guarantee pay.

Sick pay

You can get £94.25 per week Statutory Sick Pay (SSP) if you're too ill to work. It's paid by your employer for up to 28 weeks.

If you're self-isolating because of Coronavirus (COVID-19), you can get SSP if you're eligible. You should tell your employer as soon as possible.

You need to qualify for SSP and have been off work sick for 4 or more days in a row (including non-working days).

You cannot get less than the statutory amount. You can get more if your company has a sick pay scheme (or 'occupational scheme') - check your employment contract.

Self employment

If you are self-employed a taxable grant will be paid worth 80 per cent of the company's profits up to a cap of £2,500 per month.

Initially, this will be available for three months in one lump-sum payment, and will start to be paid from the beginning of June.

It will be called the Coronavirus Self-employment Income Support Scheme, and is open to those who were trading in the last financial year, are still trading now, and planning to continue doing so this year.

To be eligible more than half of a claimant's income needs to come from self-employment.

The scheme will be open to those with a trading profit of less than £50,000 in 2018-19, or an average trading profit of less than £50,000 from 2016-17, 2017-18 and 2018-19.

Those who are recently self-employed and do not have a full year of accounts will not receive any help under the scheme.

Tax

If you're struggling to pay a tax bill, you may be able to get help from HMRC.

HMRC Coronavirus Helpline
Tel: 0800 015 9559

Self Assessment

If you've filed your return and owe less than £10,000 you might be able to arrange to pay in instalments online.

You do not need to contact HMRC if you have set up a payment plan online.

Call the Self Assessment helpline if you've missed your payment date or you cannot use the online service.

Self Assessment Payment Helpline
Tel: 0300 200 3822

Employment and Support Allowance

You can apply for Employment and Support Allowance (ESA) if you have a disability or health condition that affects how much you can work.

ESA gives you money to help with living costs if you're unable to work support to get back into work if you're able to. You can apply for ESA if you're employed, self-employed or unemployed.

If you get Incapacity Benefit or Severe Disablement Allowance you might be moved to ESA if you've been claiming Incapacity Benefit or Severe Disablement Allowance. You'll be told what you need to do and how much ESA you'll get.

Businesses

The Government's package of measures to support businesses includes:

- statutory sick pay relief package for small businesses
- a 12-month business rates holiday for all retail, hospitality and leisure businesses in England
- small business grant funding of £10,000 for all business in receipt of small business rate relief or rural rate relief
- grant funding of £25,000 for retail, hospitality and leisure businesses with property with a rateable value between £15,000 and £51,000
- the Coronavirus Business Interruption Loan Scheme to support long-term viable businesses who may need to respond to cash-flow pressures by seeking additional finance
- the HMRC Time To Pay Scheme
- Support for businesses who are paying sick pay to employees

Legislation has been brought forward to allow small- and medium-sized businesses and employers to reclaim Statutory Sick Pay (SSP) paid for sickness absence due to COVID-19. The eligibility criteria for the scheme will be as follows:

- this refund will cover up to 2 weeks' SSP per eligible employee who has been off work because of COVID-19
- employers with fewer than 250 employees will be eligible - the size of an employer will be determined by the number of people they employed as of 28 February 2020
- employers will be able to reclaim expenditure for any employee who has claimed SSP (according to the new eligibility criteria) as a result of COVID-19
- employers should maintain records of staff absences and payments of SSP, but employees will not need to provide a GP fit note
- eligible period for the scheme will commence the day after the regulations on the extension of Statutory Sick Pay to those staying at home comes into force
- the government will work with employers over the coming months to set up the repayment mechanism for employers as soon as possible.
- Support for businesses that pay business rates
- Business rates discounts and grant funding

How your services are affected

Inevitably, with so many of our workers having to work from home, or self-isolate, there will be interruption to the many services that the council provides for the people of Stevenage. The health and safety of our customers and staff is paramount at this testing time, but we are doing our best to provide as much of a normal service as we can...

Customer Service Centre

- Our walk-in service has been suspended.
- For all non-urgent enquiries please use our general enquiry online form.
- You can send documents to us via post.
- You can check your balance and make a payment online.

Suspended services

Unfortunately, largely due to the need to comply with Government restrictions, these services have been put on hold until further notice...

- All SBC events (e.g Easter Trail, Stevenage Day)
- Community Transport
- Play Centres (this includes our Easter play scheme programme)
- Stevenage Museum
- Mutual Exchanges
- Regeneration Visitor Centre
- Skip hire
- Bulky waste collection
- The Gordon Craig Theatre
- Stevenage Leisure Limited (SLL) this includes the
 - » Leisure Centre
 - » Swimming Centre
 - » Golf facilities
 - » Fairlands Valley Outdoor Activity Centre

So what services are still available?

- Waste refuse and recycling - collecting residential waste and recycling services to help keep the town clean.
- Supported Housing services - schemes helping people to live independently.
- Housing Supply and Housing Options including Homelessness Statutory function - information and advice housing in the town, including council housing and repair service.
- Temporary Accommodation - the latest updates on short term accommodation.
- Lettings - information and advice about becoming a council tenant.
- Benefit Service - information about financial support available from the government.
- Council Tax Support
- Business rates support
- Rent advice and support
- Community Safety – information and advice on council services to keep you safe.
- CCTV – information about our dedicated control room.
- All statutory Environmental Health Services, including:
 - » Food safety and hygiene
 - » Health and safety at work
 - » Pollution control
 - » Cemeteries
- All statutory Licensing Services - information on licences the Council is responsible for administering.
- Planning and Development - planning applications submitted to the council.
- www.Stevenage-Even-Better.com for all regeneration news and updates

Frequently Asked Questions

Can I still come to the Customer Service Centre for my enquiries?

The walk-in service has been suspended to minimise the risk of spreading the virus. You can, however, still contact us on 01438 242242 or by email at csc@stevenage.gov.uk. If you need to pay us money your best option is to use our website to pay online in the comfort of your home.

What do I do if I need to submit documentation?

At the CSC we are changing the way we take in documentation. You will be asked to fill out an information sheet and place your documents into a sealed envelope. This will then be sent to the appropriate service area for scanning and returned to you in the post.

Can I still access housing advice if I am homeless with suspected COVID-19?

Arrangements are in place for us to support rough sleepers with suspected or confirmed COVID-19 symptoms as part of the council's response to the Homelessness Reduction Act 2017. For information contact 01438 242666.

Where can I get financial advice and support on my Council Tax or rent?

If you are struggling financially, please do not suffer in silence. Contact our Customer Service Centre on 01438

242242 who will put you in touch with the appropriate support.

Are the local elections and police & crime commissioner elections being held?

Following Government advice and guidance, both of these elections have been postponed.

Should I view a property I am looking to mutually exchange with?

Please follow Public Health England guidelines before arranging to visit a property. We recommend you do not attend a viewing if you are feeling unwell.

What do I do if I am struggling to pay my rent?

Please contact the Customer Service Centre 01438 242242 who can put you in touch with the appropriate service, who can help support you in this difficult time. We are also awaiting clarity from the Government on how tenants will be protected.

Are the Independent Living housing schemes in Stevenage still open and can I visit my relative(s)?

Yes, but we are making changes to the way we work in line with government advice. We are contacting residents instead of visiting them and only visiting if assessed it is essential. Family visits have been restricted following government guidelines.

Are we continuing with our major programmes of works (MRC, Gas Safety etc)?

We are working with our major contractors in relation to how programmes will be taken forward. With a tightening of restrictions on working and movement, some disruption is inevitable.

I am a leaseholder and am due to attend a MRC consultation event, is this still taking place?

All MRC public events have been postponed and leaseholders will be contacted directly to address any concerns that can be dealt with over the phone.

Will you still collect waste and recycling?

Of course, but there may be changes to your usual collections. Precautions are also being put in place to ensure Coronavirus is not spread via your waste and recycling.

Any individuals asked to self-isolate, either as a precaution or because they are confirmed to have Coronavirus, should adhere to the following to get rid of their household waste:

- double bag all waste that contains tissues, face cloths etc and store this securely in your refuse bin
- These bags must be stored separately to other waste for at least 72 hours before being placed in the general rubbish collection.

After 72 hours outside the body the virus is no longer viable and the double-bagged waste can be put in the general rubbish collection as normal. Only waste that is heavily contaminated, such as tissues that have been coughed into and disposable cleaning cloths, need to be treated in this way. Regular household recycling and waste should be treated as normal.

Government advice states there is no need to offer a separate clinical collection for this waste at this stage.

How you can help

In times of crisis, the reaction of local people can make a huge difference to the ability of frontline services to handle the extra pressure placed upon them. Stevenage has a great tradition of community-based initiatives to help those in the greatest need and there are plenty of ways to support them by giving your time or through other forms of donation...

While the crisis affects everyone in our community to varying degrees, the more vulnerable in our society may be in need of some extra care and assistance as they struggle with isolation and the loss of some of their vital support networks.

Some will find themselves in a new and frightening situation financially and will be leaning on community-based services for the first time. They may need extra help to access things such as food banks, credit unions, Citizens Advice and a whole array of support options with which they may not be familiar.

In addition, those services themselves will be stretched because of the extra demand and staff resourcing issues, as volunteers and employees either have to work from home, are off sick or self-isolating.

The good news is that the people of Stevenage have risen to the task, as they always do, and many people want to help during this difficult time. Here we provide information on how you can donate your time and money to support vulnerable people and groups through the crisis. It also provides links to some essential services.

Operation Shield

A nationwide initiative with the aim of distributing food to vulnerable people across the country. The Leisure Centre is going to be our local distribution hub for Stevenage during the crisis, with the aim of distributing a substantial number of welfare packs to vulnerable people.

You can find out more about getting involved at www.thvolunteering.org.uk, call on 01462 689 409 or email enquiries@thvolunteering.org.uk

Give your time

Volunteers provide an important role in many services, helping vulnerable people to stay connected during self-isolation. By volunteering with accredited services, you will know that your time is being put to best use, and that you are working in a way that is safe for you and other people.

Citizen's Advice Stevenage is looking to recruit volunteers to undertake a range of roles to help them support people through Covid-19. For more information, please telephone 03444 111 444 or visit the Stevenage CAB website.

North Herts CVS can link you to a number of other organisations who are looking for volunteers too. For more information go to the Team Herts website and complete their web form.

The NHS has asked for an army of helpers to mitigate the increased

pressure of the service. It's for over-18s only and if you would like to offer your time you can do so online here - Goodsamapp.org/nhs

Give your money

We know that some vulnerable people, families and groups will find themselves in hardship because of Covid-19 and many people want to donate money to support them. To make sure this money gets to those who need it, a Virgin Money Giving page is being run by Stevenage Community Trust in partnership with Stevenage Borough Council. Please visit the Virgin Money Giving website to make a donation.

Other Donations

The foodbanks in Stevenage are working together to offer support to people who are in hardship. To make a donation, and to find out the latest on the types of supplies needed, please contact Stevenage Community Foodbank, email stevenagecommunityfoodbank@gmail.com and Foodshed, Stevenage Vineyard on 01438 361616 or email info@stevenagevineyard.co.uk. The donation page is part of an appeal from Stevenage Borough Council, which is being run by Stevenage Community Trust. The Trust has more than 30 years of experience and this appeal is being run at zero cost, - meaning 100 per cent of money received goes direct to people in need.

Getting Support



Cllr Sharon Taylor, Leader of the Council with chair of Stevenage Community Trust, Robert Stewart.

Stevenage Community Foodbank

Email:

stevenagecommunityfoodbank@gmail.com or visit the Facebook Group

Herts Age UK

Tel: 01707 323272 (Mon-Fri between 09:00 and 16:30)

Visit the Herts Age UK website

Here, you will find links to some essential services.

Stevenage Helps

Provides support for vulnerable residents.

Tel: 01438 242452

Email: community.development@stevenage.gov.uk

Herts Help

Network of community organisations in Hertfordshire working together, and helping people in crisis to find support, guidance and information.

Tel: 0300 123 4044

Email: info@hertshelp.net

Compassionate Neighbours

Tel: 01462 679540

Visit the Garden House Hospice Care website for information.

People for People

A community help page for those in any kind of need. Find it on Facebook - @peopleforpeoplestevenage

Stevenage Citizens Advice

Tel: 03444 111 444 (Mon-Fri between 10:00 and 16:00)

Visit the Stevenage CAB website

Stevenage Football Club

Providing non-medical advice and support including helping with food bank deliveries and a friendly ear.

Tel: 01438 222222 (Mon-Fri between 10:00 and 16:00)

Visit the club's website –
www.stevenagefc.com

Foodbanks

Tel: 01438 361616

Email:

info@stevenagevineyard.co.uk



Get in touch

If you have a question or would like to find out more about the information on this page, please email community.development@stevenage.gov.uk

Councillors and ward surgeries

Bandle Hill

Labour & Co-operative

Adrian Brown

7 Valley Way, SG2 9AB
07366 708 508
adrian.brown@stevenage.gov.uk



Labour & Co-operative

Michelle Gardner

21 Fellowes Way, SG2 8BW
01438 729010
michelle.gardner@stevenage.gov.uk



Labour & Co-operative

Joan Lloyd (Mrs)

413 Vardon Road, SG1 5BA
01438 359627
joan.lloyd@stevenage.gov.uk



Bedwell

Labour & Co-operative

David Cullen

1 Holly Copse, SG1 1QT
01438 364610
david.cullen@stevenage.gov.uk



Labour & Co-operative

Liz Harrington

50 Rockingham Way,
SG1 1SH
01438 721012
liz.harrington@stevenage.gov.uk



Labour & Co-operative

Lizzy Kelly

28 Grace Way, SG1 5AB
07961 626478
lizzy.kelly@stevenage.gov.uk



Chells

Liberal Democrat

Stephen Booth

2B North Road, SG1 4AT
07970 900 126
stephen.booth@stevenage.gov.uk



Labour & Co-operative

Jackie Hollywell

36 Hayfield, SG2 7JP
01438 316005
jackie.hollywell@stevenage.gov.uk



Liberal Democrat

Tom Wren

13 Scott Road, SG2 0BZ
07786 517 218
tom.wren@stevenage.gov.uk



Longmeadow

Conservative

Doug Bainbridge

21 Lingfield Road, SG1 5SG
01438 240542
doug.bainbridge@stevenage.gov.uk



Conservative

Alexander Farquharson

1 Mandeville, SG2 8JH
07873 332 850
alexander.farquharson@stevenage.gov.uk



Conservative

Adam Mitchell C.C.

18 Holly Leys, SG2 8JA
01438 365021
adam.mitchell@stevenage.gov.uk



Manor

Liberal Democrat

Andy McGuinness

403 Vardon Road,
SG1 5BA
01438 219569
andy.mcguinness@stevenage.gov.uk



Liberal Democrat

Robin Parker C.C.

8 Cameron Close, SG2 0HG
01438 724746
robin.parker@stevenage.gov.uk



Liberal Democrat

Graham Snell

177 Durham Road, SG1 4JP
01438 238399
graham.snell@stevenage.gov.uk



Martins Wood

Labour & Co-operative

Lloyd Briscoe

27 Hazelmere Road, SG2 8RX
01438 229795
lloyd.briscoe@stevenage.gov.uk



Labour & Co-operative

Teresa Callaghan

6 Chestnut Walk, SG1 4DD
07909 118629
teresa.callaghan@stevenage.gov.uk



Labour & Co-operative

Maureen McKay

583 Lonsdale Road, SG1 5EA
01438 234363
maureen.mckay@stevenage.gov.uk



Old Town

Labour & Co-operative

Jim Brown

106 Oaks Cross, SG2 8LT
01438 354505
jim.brown@stevenage.gov.uk



Conservative

Jody Hanafin

22A Walkern Road, SG1 3RD
01438 517495
jody.hanafin@stevenage.gov.uk



Labour & Co-operative

Loraine Rossati

12 Pike End, SG1 3XA
07928 737 816
loraine.rossati@stevenage.gov.uk



Pin Green

Labour & Co-operative

Lin Martin-Haugh

44 Whitney Drive, SG1 4BJ
01438 351467
lin.martin-haugh@stevenage.gov.uk



Labour & Co-operative

Simon Speller

45 Shackleton Spring,
SG2 9DF
01438 239459
simon.speller@stevenage.gov.uk



Labour & Co-operative

Jeannette Thomas

191 Chells Way, SG2 0LX
01438 721258
jeannette.thomas@stevenage.gov.uk



Roebuck

Labour & Co-operative

John Gardner

21 Fellowes Way, SG2 8BW
01438 729010
john.gardner@stevenage.gov.uk



Labour & Co-operative

John Lloyd

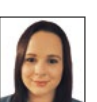
413 Vardon Road, SG1 5BA
01438 359627
john.lloyd@stevenage.gov.uk



Labour & Co-operative

Sarah-Jane McDonough

104 Spring Drive, SG2 8BB
07813 440607
sarah-jane.mcdonough@stevenage.gov.uk



Shephall

Labour & Co-operative

Rob Broom

16 Hastings Close, SG1 2JG
07960 915130
rob.broom@stevenage.gov.uk



Labour & Co-operative

John Mead

43 Angle Ways, SG2 9AP
01438 216433
john.mead@stevenage.gov.uk



Labour & Co-operative

Sarah Mead

43 Angle Ways, SG2 9AP
01438 216433
sarah.mead@stevenage.gov.uk



St. Nicholas

Labour & Co-operative

Sandra Barr

53 Exeter Close, SG1 4PW
01438 217426
sandra.barr@stevenage.gov.uk



Labour & Co-operative

Richard Henry

36 Hayfield, SG2 7JP
01438 316005
richard.henry@stevenage.gov.uk



Labour & Co-operative

Claire Parris

451 Ripon Road, SG1 4LX
01438 726119
claire.parris@stevenage.gov.uk



Symonds Green

Labour & Co-operative

Laurie Chester

22 St Albans Drive, SG14RU
01438 231310
laurie.chester@stevenage.gov.uk



Labour & Co-operative

Michael Downing

9 Essex Road
SG1 3EZ
01438 213870
michael.downing@stevenage.gov.uk



Labour & Co-operative

Sharon Taylor OBE C.C.

26 Fairview Road, SG1 2NR
Member Services-01438 242330
sharon.taylor@stevenage.gov.uk



We are following government guidelines therefore councillor surgeries are on hold. You can contact your ward councillor for advice and support using the contact details shown.

You can get a list of Council meetings by logging onto: stevenage.gov.uk/council-meetings

Woodfield

Conservative

Phil Bibby C.C.

5 Gloucester Close, SG1 3RQ
01438 316955
philip.bibby@stevenage.gov.uk



Conservative

Graham Lawrence

71 Woburn Close,
SG2 8SW
01920 461459
graham.lawrence@stevenage.gov.uk



Conservative

Margaret Notley (Mrs)

547 Scarborough Avenue,
SG1 2QG
01438 222754
margaret.notley@stevenage.gov.uk



Thank you for supporting our front-facing staff who continue to work. We have enjoyed reading your thank messages.



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**

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**

Get your local news in this magazine

The next edition is delivered later this 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.

Stevenage Borough Council,
Daneshill House, Danestrete, Stevenage, SG1 1HN
Telephone: 01438 242242 web: stevenage.gov.uk



@StevenageBC



@StevenageBoroughCouncil



@StevenageBoroughCouncil

