

# Chronicle

Stevenage Borough Council's quarterly residents' magazine

Winter 2019



**STEVENAGE  
IN NUMBERS**



**REVIEW OF 2019**



**STEVENAGE IN THE NEWS**



**STEP BACK IN TIME**



**NEW RECYCLING ON THE WAY**



**Stevenage**  
BOROUGH COUNCIL

# Leader's column



## Welcome to the Winter issue of Chronicle.

**R**ecently I had the great pleasure recently of visiting one of our new social housing developments off Ferrier Road in Chells, which is already making a difference to the families that have been fortunate enough to become tenants there.

It's a great example of how our Housing Development team works to produce outstanding solutions to help ease our housing problems, in this case providing modern, affordable homes with good access to the nearby green space on Chells Park, which is great for young families.

It is also one of the best examples of our approach to partnership working which can be seen across the whole of our organisation as it also includes 'move-on' homes, built in conjunction with Hertfordshire County Council, for people with additional supported living needs.

Elsewhere in the town our regeneration project continues apace, with the commencement of works in the town square and you may even have noticed the appearance of a rather large crane as work gets underway on the Queensway North development in conjunction with our partner, Reef.

As one of the UK's leading cooperative councils, partnership working is a key component of our community-based approach to identify what's important in our neighbourhoods.

Residents and the police tell us, for instance, that anti-social behaviour is a concern for them, and that's why, through our SoSafe crime reduction partnership, we work in tandem with the police, local NHS trust, Trading Standards and other organisations to help bring about effective solutions to such issues.

By 'thinking local' we can continue to do great things to improve our town and make it an even better place to live, work and visit.

**Councillor Sharon Taylor OBE**  
**Leader of Stevenage Borough Council**

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# New recycling containers on the way

**W**e have been working cooperatively with Stevenage residents to improve the way we collect recycling. As a result, from January 2020 there will be a brand new heavy duty recycling bag available to replace existing recycling boxes.

The new bags will be phased in initially, replacing any recycling boxes which have been broken, lost or stolen, and for any new homes.

The bags have a weight in the bottom to prevent them moving or blowing away. They also feature an attached lid with a Velcro seal to hold it down; keeping both the elements and animals out.

The current boxes cost almost four times as much as the new bags. This means the savings can then be invested in other key frontline service areas.

A pilot scheme has been running from September 2018 – January 2019 in Manor Ward and Symonds Green. Residents in these areas were invited to use a black bag and a blue bag, and then give some feedback. The results were:

- 54 per cent of respondents preferred the bags compared with the boxes, with 12 per cent having no strong opinion
- 52 per cent of respondents found the bags easier to place recycling in, compared with the boxes

- 58 per cent of respondents said the bags were easier to store than the boxes
- 72 per cent of respondents said the bags were easier to move compared with the boxes

The above statistics show a preference for the storage and movability of the bags. They also have a larger capacity than their counterparts – 60 litres, as opposed to the 55 litres of the box.

Further details of this recycling initiative will be available soon on <http://www.stevenage.gov.uk/>

To report your box as stolen, broken or lost please call: 01438 242323 or email:

[Environmental.Services@stevenage.gov.uk](mailto:Environmental.Services@stevenage.gov.uk)



# SG1 stage of regeneration starts

**A** significant milestone has been achieved with the start of the largest element of our regeneration programme - SG1 - to deliver improvements to our historic town square.

The work, being carried out by Ashe Construction, is designed to transform and modernise the town square, introducing new shops, bars, restaurants, flexible work spaces, and conference facilities.

It also includes substantial refurbishment of the public realm including new high quality paving across the square, new large format seating, the creation of more open space to improve usability and accessibility for outdoor events and free-standing lighting.

The work will be carried out on phases to maintain full pedestrian access to the square while construction is taking place.





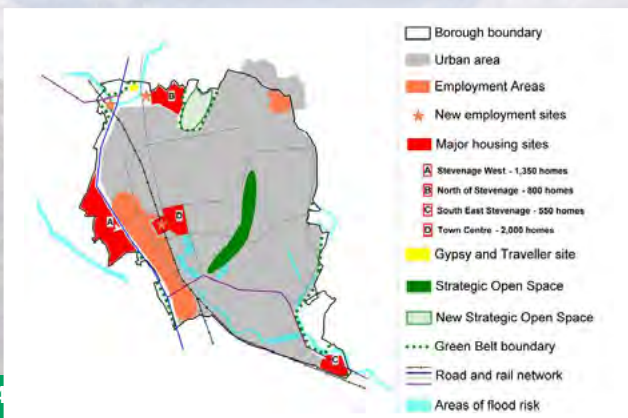
# THAT WAS THE Y

A year in the life of Stevenage saw the town finally able to give life to its regeneration plans, a new chief executive take the reins at the council and numerous successful events, launches and initiatives in different communities across the town. Here's how it all happened in 2019....

## JANUARY

### Local plan gets legal

After a record delay of 14 months, a Judicial Review is requested by SBC into the temporary Holding Direction of the council's Local Plan. The plan was submitted to the Secretary of State on 21 July 2016 and received a positive Inspector's Report in October 2017 recommending its adoption. Sharon Taylor, Leader of Stevenage Borough Council said: "Having a clear plan in place is vital for the town, to protect our open spaces, offer new homes for our families, provide space for new jobs, and to help revitalise crucial parts of the town."



## FEBRUARY

### Scott steps down

Chief Executive of Stevenage Borough Council, Scott Crudgington, announces he will be leaving after nearly four years leading the council for a senior position at Hertfordshire County Council.

### Women's day

As part of International Women's Day 2019, Stevenage Borough Council in partnership with the Women in Business Network (WIBN) and the Federation of Small Businesses hosts an event at The Cromwell Hotel to celebrate the social, economic, cultural and political achievements of women.

### STEVENAGE BY NUMBERS....

6

Number of world titles former Peartree Way resident Lewis Hamilton has won



# YEAR THAT WAS

# 50

STEVENAGE BY  
NUMBERS....

Number of times  
Stevenage Day  
has taken place



## MARCH

### Local Plan holding direction lifted

The holding direction on the Stevenage Borough Local Plan lifted by housing minister, James Brokenshire, following a lengthy delay which lead to the Council seeking a judicial review of the process. The news means much-needed redevelopment can at last begin to progress.

### Mace contract signed

A major new agreement is signed with developer Mace, for the long-term transformation of Stevenage Town Centre. Known as SG1, and with a gross development value of around £350 million, it is one of the largest and most ambitious town centre regeneration schemes in the region.

## APRIL

### Stevenage Spring Cleaned

SBC announces plans for a Spring Clean of its local neighbourhoods and surrounding areas, inviting community groups and volunteers to join in with the clean-up. The initiative was revealed by the Leader of the Council, Cllr Sharon Taylor during the 2019/20 Budget at a Full Council meeting where an additional £26,000 was reserved on top of the existing budget to fund an intensive cleaning initiative. The programme included a deep cleanse of the town centre.

# 14

STEVENAGE BY  
NUMBERS....

Number of  
months it took for  
Local Plan get the  
green light



## MAY

### Stevenage Walking Festival

Now in its seventh year, the Walking festival introduced a new Family Trail at Fairlands Valley Park to get children and families more excited about walking and nature and teach children the basics of orienteering and map reading.

### Local elections return new councillors

Six new councillors are elected to the council as ward members. Liberal Democrat Stephen Booth, and Conservative Alexander Farquharson joined four new Labour faces – Adrian Brown, Teresa Callaghan, Claire Parris and Lorraine Rosatti.

### New mayor

Simon Speller, Labour councillor for Pin Green becomes Mayor of Stevenage for a second time, taking over from Woodfield ward councillor, Margaret Notley.

### Free wi-fi launches in town centre

Local provider West End WiFi becomes the town's WiFi partner. 'Friendly WiFi' certification assures users that the free service has reached an industry-standard level of content filtering and that specific types of content are blocked.

### Outdoor cinema returns to town centre

The popular Specsavers-sponsored outdoor cinema event returns to the town square offering a choice of family-friendly movies.



## JUNE

### Another SADA safe space opened

Stevenage Against Domestic Abuse (SADA) extended its Safe Space service for domestic abuse victims into North Hertfordshire. The Safe Space offers a safe haven to victims, survivors and their families fleeing domestic abuse by providing a location to make what can be life changing decisions. It is fully furnished and available for a maximum of seven days. The opening of the new North Hertfordshire space brought together domestic abuse survivors and representatives from Stevenage Borough Council and North Hertfordshire District Council (NHDC)

### Climate emergency declared

The council passes a motion declaring a climate change emergency, to work towards achieving net zero carbon emissions by 2030. The proposal includes the creation of a Stevenage Citizen Panel to monitor the town's progress towards the goal and a Climate Charter to help businesses and individuals create their own carbon management plans.

# StevenageDAY

### 60 years of Stevenage Day

The town holds the 60<sup>th</sup> annual Stevenage Day event at King George V Playing Fields. An estimated 30,000 people attend.

### Stevenage Cultural day / cultural strategy launched

A new 10-year cultural strategy is launched to enhance the town's arts and heritage offering. Called Stevenage Re-imagined, the plan focuses on cultural engagement, providing opportunities for local people to contribute to the town's regeneration ambitions, and make Stevenage an attractive destination for all.



4

## STEVENAGE BY NUMBERS....

Number of Green Flag awards won for our green spaces

## JULY

**New SBC chief executive**

Matt Partridge is confirmed as the council's new Chief Executive following his predecessor Scott Crudgington's move to a new role as Director of Resources at Hertfordshire County Council. Partridge joined Stevenage Borough Council in September 2013 and had been covering as Interim Chief Executive having formerly been one of its Strategic Directors and the council's Deputy Chief Executive. His career in local government spans over 35 years.

**Visitor Centre opens**

The £1bn town centre regeneration project is unveiled in a new Visitor Centre in Town Square. It features a full 3D fly-through of all the development plans as well as exclusive videos, scale models and a Lego table for children to design and build their town of the future.

**Green Flag awards win**

Stevenage hosts the Green Flag Awards for Hertfordshire. Cllr Sharon Taylor and Cllr John Gardener speak at the opening of the ceremony before the awards are presented to the winners.

To finish off an excellent event, Joel Gainsford our Green Spaces Development Officer performs a special reading of his book *Gordon the Greedy Goose* – a cautionary tale about over-feeding wildlife.

SBC took home four Green Flags at the event by achieving a new award for Shephalbury Park and by also retaining the Flags for Hampson Park, Fairlands Valley Park and the Town Centre Gardens.

**100 years of housing celebration**

Children and staff from Peartree School helped to bury a time capsule at our new housing site in Shephall Way to celebrate 100 years of council housing.

The children each contributed a design based on their vision of what housing will look like in 100-years' time, which was laminated and buried in the capsule along with a Polaroid of them holding their design.

The site at Shephall Way will see nine new homes built and will be named Addison House, in honour of the architect of the 1919 Housing Act, Christopher Addison.

Later in the day, the councillors delivered flowers and chocolates to several residents reaching their own centenary.

**New town centre warden**

Aldon Patience, becomes the latest addition to the Neighbourhood Warden Team and is doing a great job of patrolling the Town Centre.





42

## STEVENAGE BY NUMBERS....

Number of kilometres  
of cycle track in the  
town

## AUGUST

**Cycling Festival returns**

The Stevenage Cycling Festival offers multiple events for hundreds of cyclists of all abilities and ages.

One of the highlights of the event was the Family Fun Day, which was an event aimed at getting children and families more excited about cycling, educating residents about Stevenage's unique cycle network and promoting overall health and wellbeing.

**Life's a beach**

In a first for the town centre, Stevenage gets its very own beach sponsored by our developer, Mace, which stayed in situ for the whole of August and was busy every day with children and families enjoying the sand-play and entertainment.

**Sport at Hampson Park**

The Sport in the Park event at Hampson Park sees children taking part in activities such as climbing, Kartfit, and Pickleball.

## SEPTEMBER

**Pride Awards 2019**

Local dignitaries, business leaders and residents gathered at the annual ceremony to see a number of local heroes honoured at the Pride of Stevenage Awards.

The winners were revealed by Leader of the Council, Sharon Taylor, at an event hosted by the Mayor, Cllr Simon Speller and compere Jay Drackford.

Prizes were handed out across eight categories - Dedication, Green, Team, Caring, Sporting, Enterprise, Young Star and the Judge's Special award which was given to Andy Smith, for his tireless work with numerous local charities over several years.

**Mural painting**

A new 'urban' artwork, is created by Hitchin and Stevenage-based Mark Meana and Silvi Noel, inspired by our New Town story.

The artwork reads as a storybook sketch, and flows from left to right. It represents the modern, geometric design of the New Town, with the three-dimensionality of our built environment reflected in almost cubist-like representations, as seen in the Clock Tower, while the minimalism and monumentalism of the town is represented in a black and white design.

**Regen gains potential £25m funding**

Stevenage was selected as one of 100 town centres to receive government funding to help develop regeneration plans – and the windfall could be up to £25 million.

**Stevenage Direct services open day**

We opened the doors to Cavendish Road for the annual Stevenage Direct Services Open Day inviting residents and customers to come and see what we do and how we do it. It was a fun, interactive event with lots of activities for children, including a chance to sit in a JCB, waste trucks and road sweepers.





8

## STEVENAGE BY NUMBERS....

Number of categories  
in the Pride of  
Stevenage awards



## OCTOBER

**Crocus bulb planting at Fairlands**

Mayor of Stevenage Cllr Simon Speller celebrates the Green Space Volunteers at an event at Fairlands Valley Park. We achieved an amazing four Green Flag Awards this year and we could not have done it without our volunteers.

## NOVEMBER

**Fireworks go with a bang**

Our annual free fireworks event at Fairlands Valley Lakes attracts the crowds as usual.

**Lewis Hamilton wins sixth title**

Stevenage's very own, Lewis Hamilton continues to write himself into the history books, winning a sixth Formula 1 World Championship by coming second in the US Grand Prix.

**Remembrance day**

The annual remembrance day events took place in the Old Town and Town Square to mark both Remembrance Sunday and Armistice Day.

## DECEMBER

**Christmas lights switch on**

The Mayor, Leader of the Council, Sharon Taylor, singer Gabz and competition winner, Isabella (5) switch on the Christmas lights in the town centre after a day of singing, dancing and other activities in the Town Square. An estimated 11,000 people are there throughout the day.

**Next stage of Town Centre regen starts**

Work starts on improving the Town Square as part of the SG1 Town Centre regeneration project developed by Mace. Improvements will include new paving, seating, lighting and more open space.

**Mayor's tea party**

Nominees for this year's Pride of Stevenage Awards are hosted by the Mayor at his annual tea party in the Council's Civic Suite. Each receives a certificate of recognition.

**Election time (again)**

The town goes to the polls for the UK's second election of the year.

£350m

## STEVENAGE BY NUMBERS....

Cost of  
developing  
SG1 project



# Stevenage in the News

## Our town made national headlines for all sorts of different reasons in 2019...



### Sonic boom as jets intercept aircraft with lost radio contact

1 December 2019



Two Royal Air Force Typhoons caused sonic booms as they went to intercept an aircraft which had lost its radio contact over south-east England.

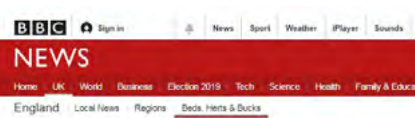
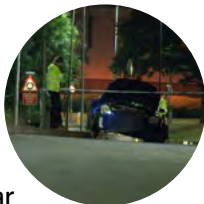
### The boom

A "loud bang" heard throughout north London and surrounding areas was a sonic boom from RAF fighter jets which were scrambled after an aircraft lost contact in UK airspace.

Hundreds of people reported being woken up by the noise at about 4.20am, with some saying their homes shook.

### Cruise crash horror

Seventeen people are injured after two cars crashed at a "car cruise" gathering and ploughed into spectators. The vehicles collided on Monkswood Way, leaving two seriously injured and 15 more hurt. The council is seeking an injunction to ban further such events.



### Hamilton under fire for Stevenage 'slums' comment

17 December 2018



Lewis Hamilton has been criticised by his home town for saying it was his dream to "get out of the slums".

### Hamilton forced into 'Slums' apology

Formula 1 World Champion Lewis Hamilton makes an embarrassing climb-down following his comments on the BBC Sports Personality of the Year Awards which branded his former home town as a 'slum'.

### King of Herts

Local boy Billy-Joe Saunders became a two-weight world champion after winning the vacant WBO super-middleweight title with a unanimous decision victory over Shefat Isufi at the Lamex Stadium in Stevenage. Having stepped up from middleweight, he eased to scores of 120-108, 117-111 and 118-110 from the three ringside judges. The event was billed as a King of Herts homecoming for the Hatfield fighter.



### European-inspired Stevenage town centre revamp signed off

14 March 2019



### Regeneration plan gets go ahead

With the holding direction finally lifted on the local plan, websites and newspapers highlight the ambitious nature of the programme.

### Scooters comment revs up tabloids

Following a suggestion from Cllr Joan Lloyd on a local radio programme that mobility scooters are going a bit too fast in the town centre, some national newspapers have fun with the story and draw a link with the town's most famous son – Lewis Hamilton.



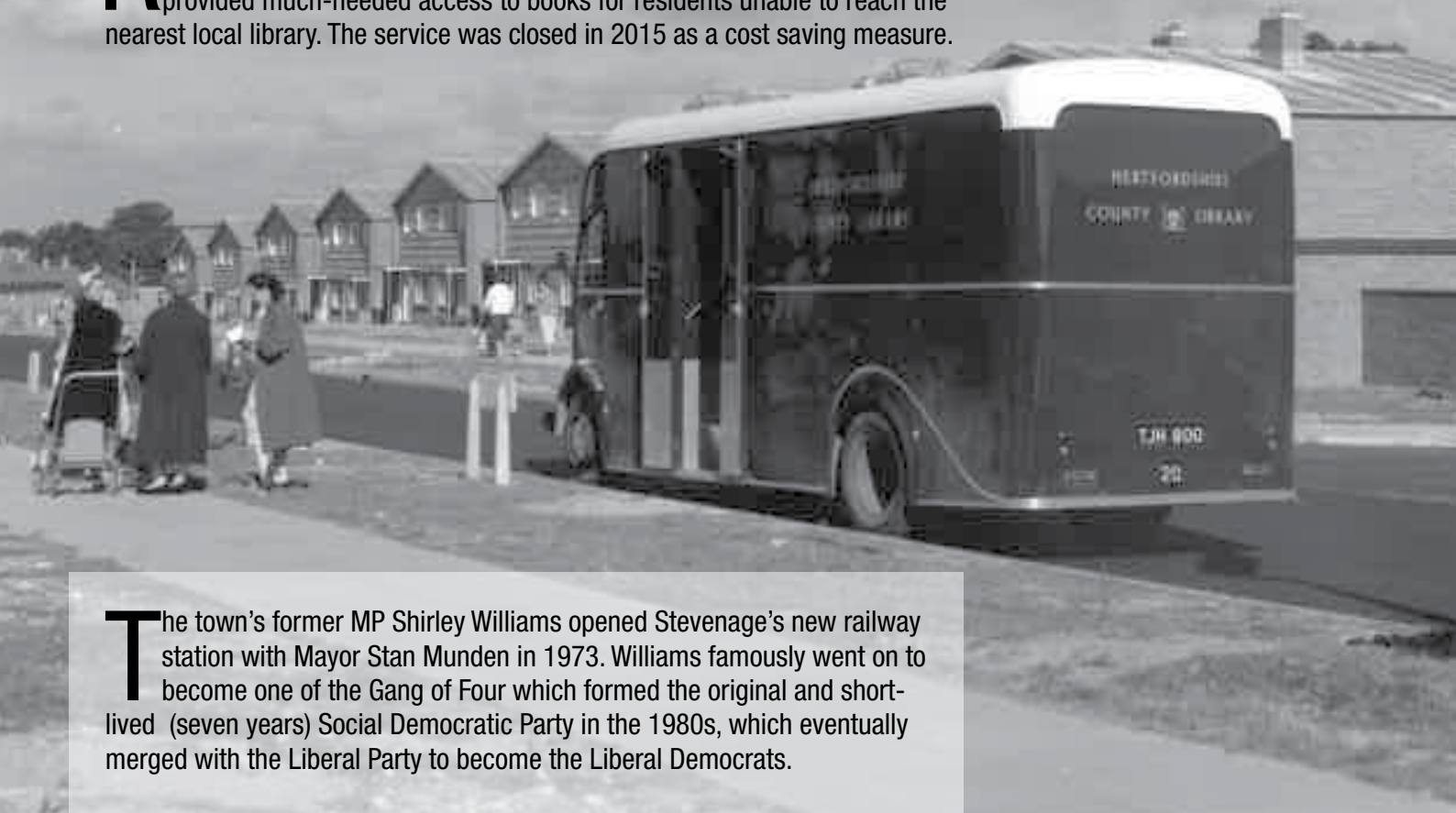
### Younge gets to the heart of it

Former Heathcote pupil and now Editor-at-Large on The Guardian, Gary Younge, takes the temperature of the Stevenage electorate, ahead of the General Election and discusses the challenges facing Britain's first new town.



# Step Back in Time

Remember mobile libraries? Remember libraries? When the town was first built and infrastructure was still developing, Hertfordshire's mobile library service provided much-needed access to books for residents unable to reach the nearest local library. The service was closed in 2015 as a cost saving measure.



The town's former MP Shirley Williams opened Stevenage's new railway station with Mayor Stan Munden in 1973. Williams famously went on to become one of the Gang of Four which formed the original and short-lived (seven years) Social Democratic Party in the 1980s, which eventually merged with the Liberal Party to become the Liberal Democrats.





# What's On:

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

## STEVENAGE MUSEUM JANUARY 2020

**Fridays: 17 and 31 January 12-2pm**

### MAKE IT!

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

**Cost: Free**

**18 January 10.30am-12pm MUSEUM PAGE TURNERS**

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

**18 January 2-3pm FAMILY SATURDAYS - PANTOMIME PUPPETS**

Come down to the museum and put on your very own puppet pantomime.

**Cost: Free**

**27 January, 6.30pm HOLOCAUST MEMORIAL DAY**



The theme for Holocaust Memorial Day 2020 is Stand Together. It explores how genocidal regimes throughout history have deliberately fractured societies by marginalising certain groups, and how these tactics can be challenged by individuals standing together with their

neighbours, and speaking out against oppression.

HMD 2020 marks the 75th anniversary of the liberation of Auschwitz – this is a significant milestone and is made particularly poignant by the dwindling number of survivors who are able to share their testimony. It also marks the 25th anniversary of the Genocide in Bosnia.

We know, unfortunately, that Genocide did not end with the Holocaust. Sadly, it has been repeated in Cambodia, Darfur, Rwanda and Bosnia; and more recently by Islamic State in Syria, Iraq and Egypt. Can we ever free the world from this terrible scourge? We can if we

follow the theme of this year's Holocaust Memorial Day and Stand Together.

Come and support Stevenage's commemoration of Holocaust Memorial Day in the Council Chamber, Stevenage Borough Council Offices, Daneshill House, Danestrete SG1 1HN on Monday 27th January 2020 at 6.30 pm.

**31 January 10.30am -12pm FEEL GOOD FRIDAYS - MEMORY MAKERS**

Meet new people, join in with light-hearted quizzes to test your knowledge of the past, mystery object games and old-fashioned refreshments.

**Cost: Free**

## Meet...

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

### Cristina DeJesus Business Support Officer

#### Tell us a bit about yourself, Cristina?

I am 31 years old, married and living in Stevenage. Originally from Borehamwood, I moved to the town five years ago. I love living in Stevenage and think it is a great town to live in. All my neighbours are really nice and everyone looks out for each other. I can't wait to witness the completion of the regeneration. I know it will make the town even better.

#### What did you do before you joined SBC?

I worked in sales for the ten years. After working in that environment for so long,

I was looking for a fresh start on a new career path. SBC has certainly provided me with that and I look forward to my future with the Council. Working at SBC enables me to spend more time with my family and provides a better work life balance; something I really appreciate after spending a fair few years on the road travelling with my previous job.

#### Tell us about your role?

No day is the same in this role! I work to support Craig Miller, Assistant Director for Stevenage Direct Services, and the other service managers. They all lead very busy lives and diaries! Part of my role is to make life as easy as I can for them. No easy feat! One day I could be trying to 'play battleships' rearranging diaries to ensure meetings can be attended. Another day I may be out seeing or speaking with residents of the Borough.

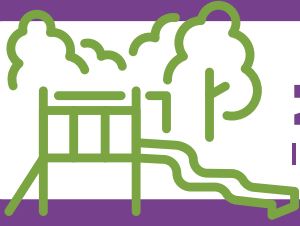


#### What do you do outside of SBC?

In my spare time I run a small business called Peach & Pearl Parties, where I create balloon displays and bespoke decorations for special occasions. It all started when I was trying to source balloons for my godson's first birthday party, last November. The quotes I received to decorate the house were astronomical! I decided to create the display myself, and thus Peach & Pearl Parties was born.



# Stevenage in numbers...



**£1.5 million**

Investment in Play Areas during 2018

**4**



for Town Centre Gardens,  
Fairlands Valley, Hampson  
and Shephalbury park

**550**

new council  
developed  
homes by 2025



**7,600**

new properties in  
Stevenage by 2030



**42km**

of Cycle Track



**87,700**

population of Stevenage

**30,000**

people attended

Ste<sup>en</sup>enage**DAY**  
2019



**£1Bn**  
regeneration budget

**14**

satellites in  
orbit were  
built in  
Stevenage

**4,665 tonnes**

of waste recycled in 2018/2019,  
saving the council

**£1,064,558**



**206,239**

people served at our  
Customer Service Centre  
in 2018/2019



**Stevenage**  
BOROUGH COUNCIL

Source for all figures: Stevenage Borough Council



# Councillors and ward surgeries

## Bandley Hill

**Labour & Co-operative**

**Adrian Brown**

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**Labour & Co-operative**

**Michelle Gardner**

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**Labour & Co-operative**

**Joan Lloyd (Mrs)**

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## Bedwell

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**Labour & Co-operative**

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**Labour & Co-operative**

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## Chells

**Liberal Democrat**

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## Longmeadow

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**Conservative**

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**Conservative**

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**Conservative**

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**Labour & Co-operative****Sharon Taylor OBE C.C.**

26 Fairview Road, SG1 2NR  
Member Services-01438 242330

sharon.taylor@stevenage.gov.uk

**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



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 have a chat 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. No appointment is necessary. Just pop in.

**Bandley Hill (including the Poplars area) (Labour)**

Saturdays 4 January 2020;  
1 February 2020; 7 March  
2020 10.00-11.00  
The Phoenix Building at The  
Hyde

**Bedwell**

Wednesdays 15 January  
2020; 19 February 2020; 18  
March 2020  
10.00-11.00  
Bedwell Community Centre  
Café

**Chells**

Fridays 3 January 2020;  
7 February 2020; 6 March  
2020 18:00-19:00  
Timebridge Community  
Centre

**Manor and Chells**

Thursdays 9 January  
2020; 13 February 2020  
Chells Manor Community  
Centre  
19:00-20:00  
12 March 2020  
19:00-20:00  
St. Hugh & St. John Church  
Mobbsbury Way

**Martins Wood**

Saturdays 25 January 2020;  
29 February 2020; 28 March  
2020  
11:00-12:00  
Daisy's Café Oval

**Old Town Labour**

None scheduled

**Pin Green**

Saturdays 4 January 2020;  
1 February 2020; 7 March  
2020  
10:00-11:00  
Hampson Park Community  
Centre

**Roebuck**

Tuesdays 14 January 2020;  
11 February 2020; 10 March  
2020  
12:30-13:30  
St Peters Church Hall

**Shephall**

Saturdays 11 January 2020;  
8 February 2020; 7 March  
2020  
11:00-12:30  
Phoenix Building at The Hyde

**St Nicholas**

Saturdays 4 January 2020;  
1 February 2020; 7 March  
2020  
10:00-11:00  
St Nicholas Community  
Centre, Canterbury Way

**Symonds Green**

Saturdays 4 January 2020;  
1 February 2020; 7 March  
2020  
10:00-11:00  
Scarborough Centre,  
Scarborough Avenue  
Tuesdays 14 January 2020;  
11 February 2020; 10 March  
2020  
10:00-11:00  
On The Green Coffee Bar,  
Symonds Green Community  
Centre

**Longmeadow, Old Town and Woodfield (Conservative)**

Tuesday 21 January 2020;  
18 February 2020; 17 March  
2020  
18:00-19:00  
Room 002, Main Reception,  
Daneshill House



# How to get in touch



You can access all of our services online at **[www.stevenage.gov.uk](http://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 in March. If you would like information to be included please email: [chronicle@stevenage.gov.uk](mailto: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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