

Herefordshire Now

The residents' magazine from Herefordshire Council | Issue 7 |

September 2021

FREE & ONLINE

New term 2021

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Stay Safe  Keep Healthy  Support Local 

SAFE  HEREFORDSHIRE

Back to school safely

Herefordshire schools and colleges welcomed back children and young people for the new school year.

During the summer break they have been planning and preparing for the safe return of students and staff, taking into account the latest national and public health guidance.



Herefordshire Council would like to thank students and their families and the education staff for all of their support throughout the pandemic.

We will continue to support Herefordshire's schools, colleges, nurseries, preschools and other childcare providers, focusing on the health, safety and welfare of children and young people, our staff and our communities.



To view this magazine online visit www.herefordshire.gov.uk/herefordshirenow

Pictured on the front cover and left are pupils from St Thomas Cantilupe C of E Primary School.

The school was rated as Good in all areas following an Ofsted inspection in May 2021.

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Keep protecting yourself and others

As we head into the autumn and winter months, it is important that you continue to protect yourself and others to stop the spread of coronavirus (Covid-19).

The testing programme for Covid-19 is playing a vital role in helping to keep us all safe by identifying those who have the virus so that they can avoid passing the virus to others. It is therefore important that you continue to take regular lateral flow tests, even if you have been vaccinated.

Around one in three people who are infected with Covid-19 have no symptoms. Rapid testing using lateral flow test devices (LFT) is a fast and simple way to test people who are not showing symptoms, and helps us stop spreading Covid-19 without realising it.

Testing twice a week will help protect you, your family and friends. Please visit www.herefordshire.gov.uk/hometest for details on how to book or collect a test.

Alternatively, you can order one online at www.gov.uk/order-coronavirus-rapid-lateral-flow-tests.

If you have Covid-19 symptoms, you must isolate immediately and take a PCR test by visiting www.gov.uk/get-coronavirus-test. Remember, although vaccination is very effective against becoming very ill or dying with Covid-19, you can still get infected and infect others.

The Covid-19 vaccination programme has had a huge impact and is preventing many serious cases and deaths from coronavirus. Vaccines won't stop people getting Covid-19 or transmitting the virus but they will reduce the risk of those vaccinated becoming seriously ill.

The vast majority of adults in Herefordshire have had at least one dose of the Covid-19 vaccine, while a large proportion have had their second.

Vaccines are now being rolled out for anyone over the age of 16, so if you

haven't had either your first dose yet or are still awaiting a second one, it is not too late. You can book a slot by visiting www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/. Alternatively, keep an eye on our social media platforms or www.herefordshire.gov.uk for any walk-in clinics that will become available in the county.

You may also be advised to have a third 'booster' jab to further protect yourself this winter. The booster vaccine is aimed at protecting the most vulnerable groups, which is being rolled out alongside the current annual flu jab drive.

A bigger flu season than normal is expected, with scientists warning that respiratory viruses will make a comeback after very low numbers were experienced last year during lockdown.

Please visit www.herefordshire.gov.uk/covid19vaccination for more information.

Introducing our new Chief Executive Paul Walker

I joined Herefordshire Council as Chief Executive in May, and since then I have spent a lot of time travelling around the county meeting residents, staff, partners, parish councils, and ward members. I have enjoyed getting out and about in Herefordshire, meeting people in our towns and rural communities and seeing places for myself.

My arrival coincided with the High Court judgment on Children's Social Care Services (read more on page 8). We take full accountability for the failings of our Children's Social Care Services and we are making much-needed changes to our culture and practices. Our Improvement Plan will set out our improvement journey to provide better support for families and protection for vulnerable children in our community. Under my new leadership, we will ensure the council offers Herefordshire children, and their families, the highest level of care and support possible.

Recruitment has started for a new Corporate Director Children and Young People, Corporate Director Community Wellbeing and Director of Public Health. The new leadership team will work across the whole council to rebuild trust with partners and the community, and to develop modern and efficient ways of working and serving residents, communities and businesses.

Herefordshire has sadly lost many people to Covid-19, and I offer my condolences to everyone affected.

Measures taken to reduce the spread of Covid-19 have had a significant impact on the economy and on people's mental and physical

wellbeing. In Herefordshire, many of our key sectors have been hardest hit, such as tourism and leisure, food production and distribution. Young people have been adversely impacted through the disruption in education and the lack of apprenticeships and employment opportunities.

The council is investing £6million to support economic recovery and improve wellbeing in the county, following the challenges Covid-19 has presented to all of us. I hope this investment will signal a sign of change and recovery to residents and businesses. The council investment will:

- Improve business viability and resilience with support such as grants and facilities, and the promotion of Herefordshire as a fantastic place to visit and shop, to support tourism, hospitality and retail.
- Create safe and welcoming places to encourage people to return to our towns and city with incentives

such as discounts for activities, refurbished shop fronts, and investment in public seating.

- Support employment with advice and support for return to work, opportunities to re-skill or change career path, and additional help for young people who are not in education, employment or training.
- Support wellbeing with opportunities to get more active and improve physical and mental wellbeing, with free events, activities and online resources, and enhanced support to reduce alcohol consumption.

In the longer term, the investment into our ongoing support and recovery will be based on what is important to our residents and businesses, and our County Plan commitments to improve the sustainability, connectivity and wellbeing of Herefordshire. This will be achieved by strengthening our communities, creating a thriving local economy and protecting and enhancing our environment".



Hundreds of children enjoyed free swims this summer thanks to council-funded activities to improve wellbeing

Talk Community is bringing Herefordshire together

Our communities are the beating heart of Herefordshire. Residents and businesses have proven their strength and resilience during a difficult few years. In times of crisis, particularly during the 2019 and 2020 floods and the more recent pandemic, people have pulled together to support the vulnerable residents in our local communities. These acts of kindness and bravery have been the driving force behind Talk Community.

Talk Community aims to bring Herefordshire together and make the county a better place to work and live. The council is working alongside residents, businesses, community leaders and health colleagues to encourage everyone to play their part in achieving this.

TALK COMMUNITY

We're asking people to consider:

- How can I help myself?
- How can I help my community?
- How can my community help me?

Anyone can be part of Talk Community and it needn't take up too much of your spare time.

It is as simple as providing little acts of kindness like looking out for your neighbours or volunteering to help out at one of our Talk Community Hubs.

There are already 24 volunteer run Talk Community Hubs active in communities across the county, offering information and signposting to local residents, with many more hubs planned in the future. To find a hub near you visit www.talkcommunitydirectory.org/findahub



For more information about Talk Community and how you can help to bring Herefordshire together visit www.talkcommunity.org

Ross Friday Lunch Club Volunteer



Sarah O'Neill is a qualified drama teacher and has lived in Gorsley for 18 years. While working and raising her four sons she has also dedicated some of her spare time to helping out in her local community.

She has been volunteering with the Ross Friday Lunch Club for the past two and half years, along with her colleague Rosemary Rigby MBE, who herself is in her eighties. Together they co-ordinate a whole host of other volunteers, including drivers and general helpers.

The lunch club is a weekly social interaction group for local people aged 75 plus and has grown to over 40 members.

During the lockdowns the lunch club was unable to run, so Sarah stepped in to do doorstep visits and deliveries to ensure the members stayed connected.

For more information about the lunch club visit the website: www.rossfridaylunchclub.com or 'The Friday Lunch Club' facebook group.

Support for our veterans

Herefordshire Veteran Support Centre based at 19 West Street, Hereford, has provided a friendly, safe, one-stop shop for people from the armed forces community since it opened its doors in November 2019.

The recent pandemic has seen the centre close but continue to provide additional support with a volunteer programme that resulted in over 20 former military personnel stepping forward to support the more vulnerable veterans in the county with their everyday needs.

The centre was established by Herefordshire Council supported by a working group of the Herefordshire Armed Forces Covenant Partnership, with the help of pilot grant funding from the Armed Forces Covenant Fund Trust.



It has recently gained independent charitable status and will be looking to further develop its volunteer programme, while continuing to support local veterans and their families.



For more information about the centre or to book an appointment to see someone to discuss support, contact the Veteran Centre Manager, Sean Gane by email sean.gane@herefordshire.gov.uk or call 07792 881354 (Mon/Wed/Fri 9am to 5pm) or visit the centre's facebook page at @VSCHerefordshire

Passionate Picker



Giles Stokes has been litter picking since he moved to a home in the city 10 years ago. He started by clearing his local park, so his children had somewhere clean and safe to play when they were young, and has continued cleaning up ever since.

He is passionate about doing his bit to maintain and improve the health of our planet and encourages people to take just a few minutes to pick up litter near their homes. He believes that it is really important to educate people from a young age

about the harmful effects of littering on the environment. Giles efforts were recognised by the council in September 2018, when he was presented with a Litter Champion Award for his hard work.

There are many litter pickers like Giles who are helping to keep the county clean and improving the natural environment. If you would like to follow in his footsteps and become a Herefordshire litter picking hero visit www.herefordshire.gov.uk/stoppedrop

MONEY ON YOUR MIND?

MONEY ON YOUR MIND? If you're experiencing money worries, Talk Community can help you find free financial support.

Act now and take the first steps towards sorting your finances.

talkcommunity.org/moym
01432 260027

TALK COMMUNITY



Working together for a zero carbon

A new county-wide Climate and Nature Action Plan has been launched that aims to achieve a net zero carbon and nature rich County by 2030.

The Climate and Nature Action Plan has been created over the past year by a committed group of people and organisations from a variety of backgrounds across the county. The plan pulls together six action plans under key themes of:

- Housing and buildings
- Energy
- Transport
- Food
- Land use and farming
- Waste

Herefordshire Council has been a local authority leader in addressing climate change for several years. We are committed to becoming carbon neutral by 2030/31 and monitor our progress in our carbon management plan. The council declared a

climate emergency in March 2019, strengthened in December 2020 to a 'climate and ecological emergency', demonstrating our commitment to protecting Herefordshire's natural environment, biodiversity & wildlife.

We are now looking to the wider county to play its part in tackling the much bigger issues of emissions from homes, businesses and transport. There have been some fantastic and inspiring success stories, like Elly Deacon-Smith and her family, below.

As a family, we've become increasingly concerned about the climate crisis and wanted to understand more about the carbon impact of the way we live. We started by assessing our carbon footprint with a carbon calculator tool and this was quite enlightening for us.

The simplest change we made was to switch to a renewable energy supplier, which was quick and easy.

We changed the way we shopped; firstly asking whether we really needed something, and then exploring whether we could get the things we did need second hand. Herefordshire has a number of great second hand selling sites that meant we could find pretty much everything we needed locally.

We were often buying fruit and veg at supermarkets that had been flown in from across the globe. So we started getting our fruit, veg and meat from a local supplier who delivers straight to our door. Not only was this much better quality produce, but it was healthier and more local too!

As a family we had already made a commitment not to fly, but we made a conscious effort to walk or cycle instead of using the car and our daughter started using public transport to get to and from school.

We've found it surprisingly easy and enjoyable to make changes

to our lifestyle that have reduced our carbon impact. We've met some really supportive and knowledgeable people, who have offered us lower carbon goods and services, sharing their knowledge and expertise and often saving us money! We encourage residents, community organisations and businesses to make their own changes, both small and large, so that together we can better protect the environment and preserve our wonderful county for future generations.



To find out more about the Climate and Nature Action Plan, for some ideas for how you can look to reduce your own carbon footprint, and to register your interest in getting involved further, please see:
www.zerocarbon.herefordshire.gov.uk



and nature rich county

Hereford is a greener city thanks to new trees

Earlier this year, 500 trees were planted in Hereford by residents, businesses, schools and colleges thanks to government funding, and dozens of new tree planters with seating have been installed as part of the refurbishment of the City Centre.

Improving our local natural environment is a council priority, and new trees play a big part. Trees help to improve air quality and tackle climate change, and are beautiful additions to public spaces and properties.



Hereford is a greener city thanks to new trees - A Year 1 class at Our Lady's Primary School, Hereford, planting one of their five new trees.

Bee-friendly bus shelters

When you're next out and about, you may notice 'green' bus shelters with living plants on the roofs.

The roofs are planted with 16 different varieties of Sedum plants - known to have many benefits for the environment. As plants they help absorb CO₂ and release oxygen, while their flowers are also great for bees providing a haven and a welcome food source for many different pollinators along the urban roadsides.

The sedum plants can also filter fine dust particles and so help to purify air, cutting pollution levels and they can help to capture rain water - all while bringing a little bit of nature and colour into the City.

Visit www.zerocarbon.herefordshire.gov.uk for more information



Improving our children's social care services

A High Court judgement in March this year identified that Herefordshire Council needed to make major changes to the way its Children's Social Care Services department operates. We have taken immediate action to address the serious issues highlighted by the judgement and the subsequent non-statutory Improvement Notice issued by the Department for Education.

Our Children's Improvement Plan now forms the basis of the long-term changes to Herefordshire children's social care. A dedicated Children and Families Improvement Board monitor the delivery of the Improvement Plan, to

ensure the availability of resources and provide assurance that real and sustainable improvements are made. Partners and communities play an important part in helping Herefordshire Council achieve this goal.

The Improvement Board consists of multi-agency partners and will help ensure children are at the heart of everything we do, using a partnership approach to support and help children, young people, and their families at the right time, in the right way. Several experienced figures have joined the council to guide the improvements, including:

Cath Knowles

Cath has been appointed as the council's Interim Director of Children Services. She is a qualified social



worker with significant experience in improving social services departments. Cath is confident that under her leadership the work that is currently taking place will lead to a new and brighter chapter for children's services in Herefordshire.

The staff are working extremely hard under her guidance to ensure children, young people and their families are provided with the highest level of consistent care and support possible by the council. Cath said 'Helping children is the most rewarding work you can do- it's why I get up in the morning. I am passionate about making changes for the children and young people of Herefordshire.'

Gladys Rhodes White OBE

Gladys has been appointed by the Secretary of State as a Department for Education (DfE) Improvement Advisor to the council.



She will work with us for a minimum of one year, overseeing the improvements to the council's children's services department. Gladys is an experienced children's services leader with substantial expertise and skills in transforming and improving services and outcomes for children and families. As Chair of the Children's Improvement Board, she is responsible for ensuring Herefordshire Council complies with the requirements of the Improvement Notice.

Gladys said 'Herefordshire has recognised that changes need to be made urgently and I look forward to working together with the Council and local partners to improve children's services.'

Our social workers continue to do their best, often in very difficult circumstances, to protect vulnerable children in our community. We will ensure our staff have the support they need and the confidence and commitment to report any concerns as we make fundamental changes to Children's Services.

If anyone has concerns about the way they, or someone they know, have been treated by Herefordshire Children's Social Care services, you can contact us at www.herefordshire.gov.uk/careconcerns or email careconcerns@herefordshire.gov.uk



Investing in education for children with learning difficulties

Over the last three years Herefordshire Council has spent over £11million on maintaining and improving schools across the county. The council is looking to further fund significant improvements to specialist schools for children and young people with special educational needs over the next 10 years.

This September has seen the opening of the new Beacon College in Hereford for children with severe and complex learning difficulties aged from 16 to 19 years. This specialist sixth form college is the result of a successful bid by the council to secure £7.5m from the Department for Education to fund the building project.

The college has been built on the former Broadlands Primary School site at Prospect Walk, Hereford, and is run by Accordia Academies Trust (formerly Barrs Court Trust). It offers

high quality teaching and learning in state of the art facilities for up to 60 young people with learning difficulties.



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Protecting little teeth

Tooth decay is the most common oral disease in children and young people in England. Reports show the standard of children's oral health in Herefordshire is generally poorer than both nationally and regionally with around 30% of children aged 5 years having decayed, missing or filled teeth. Herefordshire's public health team are working on a 2-year preventative 'Time to Shine' programme to tackle the poor standard of oral health in young children across the county. Primary schools, nurseries, health visitors and library services are all helping to share oral health advice to improve our children's smiles.

Follow these tips to keep you and your family's teeth in top condition:

- Be sugar smart - eat less sugar, less often
- Take your child to the dentist as soon as their first tooth comes through. NHS dental care is free to everyone up to the age of 18 years. Pregnant women are also entitled to free dental care up until their child's first birthday.
- Teeth should be brushed twice a day.
- Children need a hand to help them brush their teeth properly up until the age of 7. Introduce good dental habits, which last a lifetime.
- Use a toothpaste that contains 1350 to 1500ppm fluoride to give your family the best protection.
- Spit don't rinse your mouth out once you have brushed your teeth so the toothpaste builds a protective layer around the teeth.
- Children aged under 3 years only need a smear of toothpaste and children aged 3 to 6 years just need a pea sized amount.



Shell store is open for business

Following a £7.3million refurbishment, the Shell Store at Skylon Park, Hereford, is now home to new and growing businesses.

The Shell Store has a rich history, having been built in the First World War and used as an ordnance site during the Second World War. The building now provides modern facilities for businesses to set up and expand, as well as for development and innovation. It also offers meeting and conference space to encourage networking and collaboration.

The Marches Growth Hub, Hereford Enterprise Zone team, and Herefordshire and Worcestershire Chamber of Commerce are also located on site providing specialist advice and support.



Shell store was official opened by Secretary of State for local government, Robert Jenrick MP

The Shell Store provides more than an acre of employment space, with room for new and growing businesses to set up and expand alongside facilities for development and innovation.

You can find out more about the office, meeting and conference space available to rent, view the official brochure or register an interest by visiting skylonpark.co.uk.

Students and the City

Hereford has warmly welcomed the first students to move into brand-new student accommodation in the City.

Attracting young people to live, study and work in the City is key to developing much-needed skills in the county as well as supporting the local and wider economy.

Student Fin Neate is excited about her move, saying "I am really excited to move into the new accommodation and start my NMITE journey. The central location is excellent with good access to everything and I can easily visit with family and friends because of how close it is to town and transport links"



Welcome investment in our market towns and city

Our market towns and city are set to be revitalised thanks to multi-million pound investment. Government grant and council funding has been identified towards improvements and developments that encourage local people and visitors back to the high streets, and open up opportunities for jobs and growth.

Hereford has been awarded up to £22.4m from the government's Towns' Fund for projects that support post-Covid recovery, create new jobs and opportunities. The projects in line to possibly receive funding have been identified by residents, communities and businesses, and include new cultural and social facilities, skills development and transport improvements in the City:

Bromyard, Ledbury, Leominster, Ross-on-Wye and Kington play a critical role in the county's economy - the market towns are focal points for employment, retail, tourism, leisure, culture, business investment, housing and access to services. Supported by Herefordshire Council, the town councils have each created



Investment in Leominster's historic centre

Leominster town centre is set to benefit from the renovation and restoration of a number of its historic buildings thanks to an anticipated total of £3.8m grant and locally matched funding through the Leominster High Street Heritage Action Zone (HSHAZ) programme - a regeneration initiative led by Historic England, delivered

through Herefordshire Council and Leominster Town Council. Over the next three years the programme looks to transform disused and dilapidated buildings into new homes, shops, work places and community spaces, and restore local historic character in the High Street, Corn Square and the wider conservation area.

an investment plan setting out a vision for growth and opportunities and potential investment projects

to benefit their local communities. Funding sources will be identified to help support delivery.

Maylord Centre set for vibrant future

The Maylord Centre in Hereford is on the way to fulfilling the council's ambitions for the site.

The council acquired outright ownership of the Centre in June 2020, with the aim of ensuring that our communities can help to determine its future and make sure that it remains an alive, relevant and exciting space, befitting its location at the heart of our historic city.

The Centre has also seen a £100k investment thanks to funding from the Government's Accelerated Towns Fund.

This included refurbishment of facilities and vacant units for use by pop-up retailers, bringing benefits for existing and potential businesses as well as the public.



Stay well this winter

As winter approaches it's more important than ever for us all to try and look after our health and wellbeing. The healthier we are, the more likely we are to beat viruses like Covid-19 and the flu.

There's a few simple steps we can take to look after our health and the wellbeing of others, when the weather gets colder.

- Have your flu vaccination, especially if you receive a letter from your GP because you are in a high risk group. The flu vaccine gives the best protection against flu, so it is important that you take up the offer as soon as possible to protect yourself and others
- Keep your home heated to at least 18°C (65°F), especially if you have a heart or lung condition
- Have a least one hot meal a day and plenty of hot drinks
- Keep as active as possible and try to get some fresh air if you can. If that's not possible, keep active at home with virtual exercise classes
- Make sure you have enough prescribed medications and stock up on cold and flu remedies for your home



- If you or a family member start to feel unwell, get over the counter health advice from your local pharmacist or call the 24 hour NHS 111 service
- Look out for elderly or vulnerable relatives and neighbours who may need a little extra help and support during the winter months

More advice about staying well is available on the NHS website, visit www.nhs.uk/staywell

Try and plan in advanced in case severe weather keeps you at home or you need to self-isolate this winter. Think about the support you need on a daily basis and those who can assist you. You could ask family, friends, neighbours or people you know in your local community if they can help out with your shopping, collecting

medication, pet care, posting mail, picking up urgent items, or maybe ask them if they can keep in touch with you for a chat.

For information on community support, including ordering groceries and meals for home delivery and the location and how to access your local food bank visit:

www.talkcommunity.org

If you are unable to leave your home and you require additional support, contact the Talk Community team by calling 01432 260027 or email talkcommunityhelpline@herefordshire.gov.uk

For advice on money, debt and budgeting visit: www.talkcommunity.org/moym

Driving safely in the cold weather

As we edge towards another winter we recommend that you start to prepare now for the colder weather.

There are a number of ways you can prepare your car to ensure safer driving during wintry conditions:

- Check your tyres and lights
- Top up anti-freeze screen wash
- Allow extra journey time – or ask yourself, do I need to make this journey now?

- Keep a blanket and spade in your car, and if you are going on a longer journey take a flask with a hot drink with you
- Consider alternative working arrangements for severe weather – can you work from home or closer to home?

Helping to keep our roads moving when there is ice and snow, our team of over 30 drivers and a fleet of 15 gritters will be on standby 24 hours a day, seven days a week over

winter. They have more than 6,000 tonnes of rock salt to cover the most used routes across the County. These include commuter roads and important routes that provide access for emergency services and to schools. There are also four snow blowers for clearing deep snow, and two quad bikes to pull hoppers full of salt for busy pedestrian areas.



For 24/7 updates on road conditions follow us on twitter @HfdsStreets

Taking care of yourself

Quitting smoking is one of the best ways to improve your health and save money. If you need help to stop smoking for good, get in touch by emailing Herefordshire Council's Healthy Lifestyles Team hlts@herefordshire.gov.uk or call 01432 383567.

The NHS also offers a wide range of support online www.nhs.uk/live-well/quit-smoking and there's also a free Personal Quit Plan available at www.nhs.uk/smokefree

QUIT




If you know you are drinking too much and are looking to reduce your alcohol intake, the Herefordshire Recovery Service provides a free and confidential support service for adults and young people living in the county.

Visit www.turning-point.co.uk by calling 0300 555 0747 or email Herefordshire@turning-point.co.uk. The NHS website also has advice and support to help you take the first big step towards getting help, visit www.nhs.uk/live-well/alcohol-support/

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Look after your mental health

The Talk Community Directory has lots of information about looking after your mental health and emotional wellbeing.

www.talkcommunitydirectory.org/mentalhealth. The NHS 'Every Mind Matters' website also provides a wide range of advice about looking after your mental health.

Find out more by visiting www.nhs.uk/every-mind-matters/. Access to urgent 24 hour mental health support is available by calling free phone 0808 196 9127. If you feel unable to cope contact the Samaritans 24 hour free phone line 116 123.



Help us defeat scammers and rogue traders

Herefordshire Council's Enforcement Officers are working tirelessly to help protect everybody from the unscrupulous.

You can help by being aware of the calling cards of a rogue trader or scam artist, and alerting the Council or Citizens Advice to anything you think may be suspicious.

Rogue traders taking advantage of the green agenda is an ever increasing problem. Typically they will focus on products or services to make your home more energy efficient, such as insulation.

Companies selling spray foam insulation have been targeting the elderly using databases of home

owners over a certain age. They will often cold call and arrange an appointment, during which they pressure people into a sale.

One firm was found to have duped vulnerable elderly residents in Herefordshire to sign up to contracts costing in excess of £8000.

Spray foam loft insulation is unnecessary in domestic properties unless you actually use the loft space as part of your living accommodation. It can indirectly cause timber rot in the rafters and reduce the value of your property.

The products are usually unnecessary and sold at vastly inflated prices.

You can help by being aware of the calling cards of a rogue trader or scam artist, and alerting the Council or Citizens Advice to anything you think may be suspicious.

- Be vigilant in protecting elderly residents who are often the target of cold calling scams.
- Do not respond to unsolicited telephone calls, mail shots or text messages.
- Do not engage with cold callers or door-to-door sellers.
- Report anything suspicious: contact the Citizens Advice Consumer Helpline on 0808 223 1133 or visit the Herefordshire Council website for more consumer advice www.herefordshire.gov.uk/scams

14



JUST SPEAK TO YOUR GP

An unexplained pain that last three weeks or more could be a sign of cancer. It's probably nothing serious, but finding cancer early makes it more treatable.

Your NHS is here to see you safely.



Make sure you are flood-prepared

Flooding can happen quickly and unexpectedly, and you do not have to live near a river, stream or reservoir to be affected.

Herefordshire Council, emergency services, the Environment Agency, and other partners and volunteers, work together to minimise the chance of flooding, and tackle the consequences when a flood does happen.

But there are lots of ways you can help us – and yourself.

Be prepared

If you live in a flood risk area, create a Personal Flood Plan. Don't wait until it happens as you may not have time.



The Environment Agency have created a personal flood plan which you can download, print and fill in. Simply visit www.gov.uk and search 'personal flood plan'.

Be insured

Flood Re is a joint initiative between the Government and insurers. Its aim is to make the flood cover part of household insurance policies more affordable.



Try Flood Re: www.floodre.co.uk.

Sandbags or flood barriers

Get sandbags or flood barriers in advance if you think your property may be at risk from flooding.



We do not provide sandbags for individual domestic use. Try your local builders' merchants or your local parish council.

The Environment Agency publishes a guide on how best to use them, which

can be found by visiting www.gov.uk and searching 'prepare for a flood'

What to do in a flood

Just six inches of fast-flowing flood water can knock you over, and two feet can sweep away your car.



If you are being flooded, always put the safety of yourself and your family first. Dial 999 if you are or somebody else is in immediate danger and need rescuing.

Electricity

If water is about to enter your property, turn off your electricity supply via your isolator switch or fuse unit but only if it is safe to do so.



If you have any concerns about your electricity, contact Western Power on 0800 6783 105 (Text phone users can dial 18001 before the number to use Text Relay to access the service) or 0330 1235 002 from a mobile.

Water hygiene

Remember to clean thoroughly after any contact with flood water, which may be contaminated by oil, silt and sewage.



If you have been in contact with flood water and find that you are experiencing flu like symptoms, in the first instance you should call NHS 111.

If you notice a change in water quality, such as a change in the colour, taste or smell of your tap water, contact your water company.

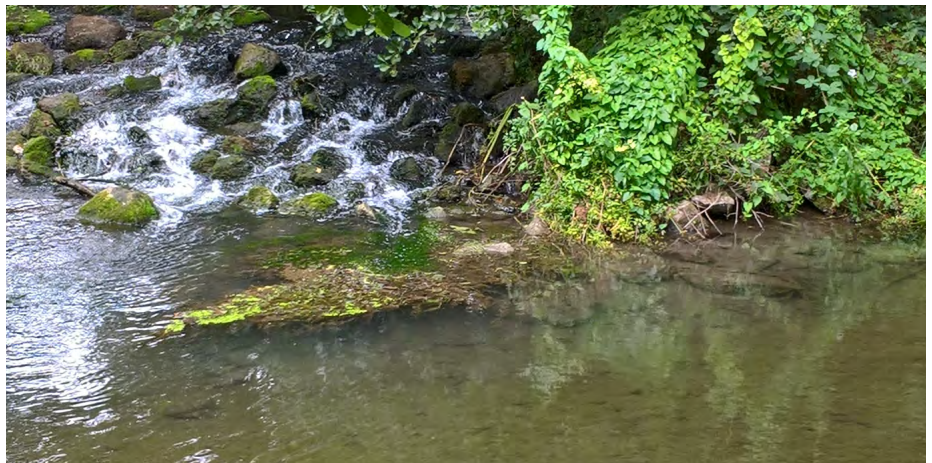
Ditch and drainage responsibilities

Ditches and drains need to be maintained to reduce the risk of flooding and to maintain the condition of highways by keeping them clear of excess water.

The owner of land or property that adjoins a watercourse, such as a roadside ditch, is known as the riparian owner and is responsible for its maintenance.

So that flooding is not made worse, we need to ensure that ditches, drains and streams continue to flow properly. Please apply for consent if you want to block them or change their direction.

For further information, including how to find out about flood risk in your area, visit www.herefordshire.gov.uk/floods or call 01432 260000



Grayson Perry Exhibition



Pictured: Grayson Perry: 'The Vanity of Small Differences' tapestry - Arts Council Collection, Southbank Centre, London and British Council. Gift of the artist and Victoria Miro with the support of Channel 4 Television, the Art Fund and Sfumato Foundation with additional support from Alix Partners.



Grayson Perry: 'The Vanity of Small Differences' is coming to Hereford Museum & Art Gallery from 9 October to 18 December.

Supported by Art work from local Herefordshire residents online and in the gallery. www.herefordshire.gov.uk/graysonperry

Displaying some of the tapestries created by the Household name and TV Star artist Grayson Perry.

Want to get involved in this world famous exhibition? Volunteer as a Museum Gallery Guides – more info jradburn2@herefordshire.gov.uk

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