

Herefordshire Now

The residents' magazine from Herefordshire Council | Issue 10 |

September 2022



Crews help us get recycling right

Getting it
Right recycling
campaign

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Supporting people from Ukraine

Since Russia invaded Ukraine in February, hundreds of families have arrived in Herefordshire after fleeing the war-torn country.

There are currently more than 400 Ukrainian guests living with residents across the county under the government's Homes for Ukraine Scheme.

Arriving families are provided with a range of support from the council and other partner agencies including help to access interpreting, health services, education and employment. There is also community-based support through the council's Talk Community hubs.

Furniture, clothing, bedding and other essential items to help individuals and families start to rebuild their lives are available from a council-run central donation centre in Hereford, thanks to the efforts of charity Association of Ukrainians within Great Britain and the generosity of residents and local businesses.



For more information on offering support for people from Ukraine, see www.herefordshire.gov.uk/support-ukraine

Roz talks recycling

Women involved in collecting your waste are few and far between. We spoke with Roz Bethell to find out what she encounters.

Roz Bethell started her job as a loader in October 2021 and quickly become part of the team. "A lot of the residents are very surprised to see me," says Roz. "They say 'My gosh. You're doing it for us women - fantastic'. Yes, I am. More women should do it. I'm 100 per cent confident they'd enjoy the work."



Roz's ability to break the ice so quickly makes it easy for her to start conversations with residents about what goes into recycling bins and sacks. "We had an incident with paint pots in the green bin just this morning," Roz says: "Unfortunately, we can't recycle those: some of the tins were still half-full of paint."

"We're very happy to explain things to residents and answer their questions when they're unsure what they can or can't recycle. Otherwise, they could make a phone call or look at the council's webpages. I have the same kind of conversations with people every week. It's part of the reason I enjoy the job so much."

The conversations Roz and her colleagues have with residents are all helping our 'getting it right' campaign, which aims to reduce the 2,900 tonnes of material that was rejected by our recycling partner last year.

For more information on Getting it Right, see pages 8 and 9.



For further recycling information, visit our webpages: herefordshire.gov.uk/recycling

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To view this magazine online visit

www.herefordshire.gov.uk/herefordshirenow

Pictured on the front cover is Richard, Roz & Kevin, a recycling and rubbish collection crew who are helping Herefordshire to Get it Right. This magazine was printed and delivered to you at a cost of 20p per copy. All details correct at time of print.



Welcome

It seems that there isn't any aspect of our lives that isn't currently being affected by increasing prices.

As the cost of living rises, I know that many of you will be thinking carefully about how and where you spend your money, and where savings can be made.

If you have money worries please don't delay seeking information and advice. Early support can help to prevent issues escalating. The council's Talk Community website and hubs are a great place to start as they have lots of information to hand. You can find out more about our Talk Community hubs on page 5.

On page 13 you will also find information for pensioners who may be struggling and details of Keep Herefordshire Warm, which is a free council service offering home energy advice and grant funding towards measures to reduce energy use.

And see our back page for details of where to go for information if you're finding it difficult to cope with money problems. There is help available.

Paul Walker,
Chief Executive
Herefordshire Council

Wetlands scheme is a national first

Herefordshire Council is pioneering a scheme which uses wetlands to capture damaging waterborne phosphates before they enter our river systems.

More than two years ago house building in areas of the county close to the River Lugg had to stop because the level of phosphates in the river was dangerously high.

Wetlands are capable of removing phosphates from waste water naturally before it reaches our rivers. In a national first, the council is creating a number of wetlands specifically to remove these phosphates which will enable the ban on development in some areas to be lifted.

The council has introduced a system for trading phosphate credits, which will allow developers to buy credits generated by the operation of the wetlands to offset the phosphate

that their new developments will create. In this way it is possible to ensure that the overall effect of new development is what's called 'nutrient neutral'. This is similar to the way in which companies can offset their carbon footprints by planting trees or sponsoring carbon negative projects elsewhere in the world.

The wetlands will also support the council's commitment to addressing the climate and ecological emergency. The wetlands will become excellent new wildlife habitats and will increase significantly the range of plants and wildlife living in the area.

The Integrated Wetlands project is funded through the Council's New Homes Bonus, and is supplemented by a £1m capital grant provided by the Marches Local Enterprise Partnership as part of the Getting Building Fund set up by the government.

Ambitious plans for the county

Several bids for funding have recently been submitted to government which, if successful, will mean millions of pounds of investment for a number of exciting developments in Hereford and across the county.

We have ambitious plans for growing our county's economy and improving the lives of residents over the next few years. Some of the projects on the horizon, subject to the

funding being available, include the redeveloped museum and library in Hereford as part of the Stronger Towns bid (see page 6 for details), improved public spaces in Ledbury and Leominster and opportunities for business growth in Ross through the Levelling Up fund, and developing workforce skills and supporting new business through the UK Shared Prosperity Fund.

Sharing lives with those in need

Shared Lives supports adults with a learning disability, mental health problems, or other needs that make it harder for them to live on their own. Being a Shared Lives carer is a rewarding way to give a person who needs a little extra help the chance to access care and support in a normal, everyday way.

Carers share their family and community life; this could mean something as simple as cooking and eating a hot meal together, popping to the supermarket, watching TV, gardening or warm company and a friendly ear.

In Herefordshire there are around 70 approved Shared Lives carer households providing support to people to lead safe, healthy and independent lives.

We're always looking for people who can provide short breaks for adults in their own home, as well as long term living arrangements. If you would like to know more about becoming a Shared Lives carer, call the team for a chat 01432 260798 or email sharedlives@herefordshire.gov.uk



For information about the Shared Lives scheme, visit [herefordshire.gov.uk/sharedlives](https://www.herefordshire.gov.uk/sharedlives)



Jane Gill, Lindsay Macmillan

Jane Gill from Clehonger heard about Shared Lives from a friend who was already part of the scheme.

Lindsay has been living with Jane since February and is enjoying life with her new family.

Lindsay said: "I've settled in really well since moving in. I love being with a family. I'm still able to live independently and carry on with all of my interests. I'm not sure where I would be without Jane - I'm so much happier now."

Jane added: "I hadn't really had any experience of working in care before. I just felt that I could care for others by giving them a stable home and I could do it while working from home."

"If anyone is looking to join the Shared Lives scheme I would say it can be challenging at times but it's extremely rewarding. The Shared Lives Team are on hand if I need advice and they've been really supportive."



Emma Withers, Maxine Kelly, Stephen Mills

Stephen has been living with Maxine since August 2021.

Max said: "Becoming a Shared Lives carer was best thing I've done. I can work flexible hours, which gives me more time for myself and my family."

"Stephen has fitted in really well - he's like one of the family. He joined us with a set of goals, including improving his health, and he's done really well in achieving these and his social life is thriving. His friends and family have visited us and he's loved showing them around his home. We've definitely made a positive difference to each other's lives."

Stephen added: "During lockdown I spent a lot of time in my bedroom which was really difficult. I was then matched with Max and her family by my support worker. Since moving in with them my life has completely changed. They've provided me with a stable home and I've also got enough independence to be able to work three days a week. I also enjoy going to the pub to play darts and meeting up with my girlfriend."



Maurice Gibbs, Paul Burgess, Simone Gibbs

Paul, aged 30, has been living with Simone and her husband Maurice for a short time but there has already been a notable difference in his overall health and wellbeing.

Paul said, "I spent two years living alone in a flat and it was really difficult, especially during lockdown. I stayed with Simone and Maurice several times on a trial to make sure it was the right home for me."

"Since moving in I've been eating properly and looking after myself better and my mental health has really improved. I still get to see my own family which is really important to me and I speak to my mum every night on the phone."

Simone said: "Paul has settled in really well and he's now like part of the family. He helps out at the community farm and he volunteers in Hereford twice a week. He's also been on shopping trips with us to get himself new clothes and furniture for his bedroom, and even a pool table."

Bringing Herefordshire together



The Staunton on Wye Talk Community hub is only possible thanks to their fantastic volunteers, (left to right) Wendy Shepherd, Barbara Arthur and Sheila Marsh.

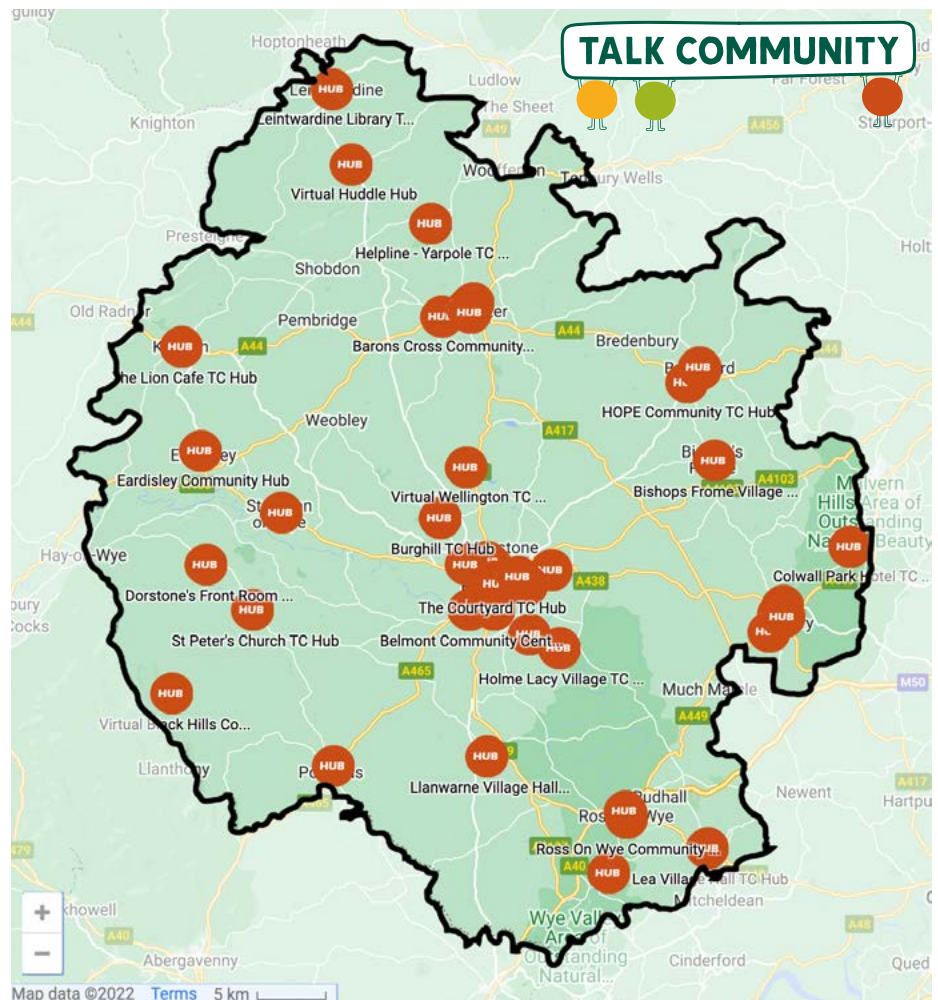
Talk Community connects the people of Herefordshire to groups, events, information and community services to help local people stay happy and healthy.

The Talk Community website talkcommunity.org is packed with information, and for in-person community-based support our Talk Community Hubs are located across the county.

As our map shows, there are currently 59 Hubs with trained volunteers on hand to help you find the information you need. There's a real sense of community at the Hubs and they're a great place for bringing local residents together and making new friends. So, if you're looking to find out about the fantastic services and events in your area, or need support, there's only one place to go.



Find out where your nearest Hub is, scan the QR code



Hub celebrates first anniversary

Staunton on Wye residents got together in June to celebrate the first anniversary of their Talk Community Hub (pictured above).

Since it opened, the Hub, which is based at the village hall, has been an integral part of the local community and is the 'go-to' place for residents looking for support, activities or just a friendly face. From informal 'cuppa and chat' events to popular children's activities, there is something for

everyone. IT facilities mean local residents can use the internet and print documents and there are regular events to help bring the community together.

Hereford welcomes the Queen's Baton

The City's streets were lined with cheering crowds and waving flags as our county welcomed the Birmingham 2022 Queen's Baton Relay in July, in the build-up to the Commonwealth Games.

Nine Batonbearers, who were nominated in recognition of their contributions to the local community and being an inspiration to others, carried the Baton through Hereford. The Baton was set on its way by Paralympian Andy Lewis MBE. The route took the Baton from the Cathedral, over the old bridge to the Halo pool, across the playing fields and Castle Green returning to the Cathedral.

A number of family fun events also took place during the afternoon including a mascot's race and activities on Bishops Meadows including athletics, cricket, martial arts and cheerleading.

New museum and library within sights



Behind the scenes at the museum – this architect's concept drawing shows what a rooftop terrace could look like within a renovated building in Hereford's Broad Street



Plans are progressing for a world-class museum and art gallery in Hereford's Broad Street and a new library and resource centre at Maylord Orchards.

The concepts for the new museum and art gallery include the refurbishment of the inside space to provide the specialist environment needed to house high quality exhibitions and may feature a rooftop garden overlooking the city and beyond. Providing a permanent home for the Herefordshire Hoard, the new destination is projected to attract thousands of visitors each year.



Meanwhile, the redevelopment of the Maylord Orchards centre will create a new, modern library and learning centre at the heart of the City. Offering a wide range of resources, the centre is set to attract people to spend time and money in Hereford, and there will be rentable space for a range of services and organisations, including adult learning services and wellbeing clinics.

Hoard coming home to Herefordshire



A successful fundraising campaign has secured the Herefordshire Hoard for the county. More than 1,100 years since being buried in a field near Leominster, the precious Viking treasure will now be looked after by Herefordshire museum service.

A host of events and activities were organised during the four month fundraising campaign to help raise awareness and generate public donations, while behind-the-scenes, applications were being made to national funding bodies.

Alongside donations generously given by residents, funding for the Hoard, valued at £776,250, has been secured from the National Heritage Memorial Fund, the Art Fund, Garfield Weston Foundation and the Headley Trust.

A permanent home is planned for the Hoard in the newly refurbished museum when completed. Until then the public will have plenty of opportunities to see the hoard in its temporary home in Hereford's Museum Resource and Learning Centre.



Our 'cunning plan' to bring hoard home

Well-known actor and TV presenter Sir Tony Robinson lent his support to our Herefordshire Hoard campaign.

Away from his television roles, Sir Tony is a historian and archaeologist with a keen interest in Viking battles.

Learning about our campaign to bring the hoard home to Herefordshire, Sir Tony says: "I've always been fascinated by Alfred the Great and his battles alongside his Mercian allies against the great Viking Army.

The Herefordshire Hoard gives us a fantastic insight into this world and even gives us solid evidence about a previously unrecognised alliance between Alfred and the King of Mercia. It's a hoard of national importance and should certainly have pride of place in Hereford Museum."



Please visit our website to stay up-to-date with the latest hoard news
herefordshirehoard.co.uk

Reap repair rewards as a volunteer

New and extended repair cafés will soon be opening across the county thanks to a council-funded scheme which provided up to £2,500 towards set-up costs. Run by local skilled volunteers Repair cafés reduce waste to landfill by repairing items like toys, furniture, household goods, electronics and clothing. Repairs are usually free but donations towards the café's running costs are welcomed.

Don't bin it, mend it!



Thank you for recycling Check you're getting it right at [herefordshire.gov.uk/recycling](https://www.herefordshire.gov.uk/recycling)

Getting
it
right



More information can be found at [herefordshire.gov.uk/repair](https://www.herefordshire.gov.uk/repair)

Don't bin batteries

Millions of batteries are thrown away each year, but if they are not disposed of properly they can cause damage to people and the environment.

Batteries can cause a fire if they are damaged, and should not be put into your household waste as they can ignite when compacted in the back of a bin lorry.

When this happens the batteries can quickly set fire to other waste materials, like paper.

Although safe to use normally, powerful lithium-ion batteries are typically the most dangerous if they are not recycled properly.

These batteries are often found in products like laptops, toys, shavers, electric toothbrushes, power tools and even e-cigarettes.

These items can be safely disposed of at household recycling centres, and smaller batteries can be returned to supermarkets or electrical retailers.

If you are looking to reduce the number of batteries you use, you could use alternatives such as rechargeable devices and mains power.



Wheels of change

Food waste to be collected by bike



We're looking forward to becoming the first council in the country to collect food waste by bike. A cargo-bike food waste collection is set to be introduced in central Hereford, with kitchen scraps then being turned into compost.

The eco-friendly step is part of a new waste and recycling collection service for Herefordshire that will also include a fortnightly garden waste

collection service, which all councils must introduce as part of new government legislation.

While cargo-bike food waste collection is a first for any UK council, similar approaches have already been adopted elsewhere, including Paris. Our research shows that collections by bike will be as fast as using vehicles in city centre areas and result in similar collection costs.

Nappy offer snapped up

Our reusable nappy scheme launched in April proved to be an instant success, with all of the £200 vouchers on offer snapped up within days.

Reusable nappies are better for the environment, better for babies' skin and better for your pocket. By making the switch you will be helping to reduce your waste and protect the environment.

Jasmine Hinchliffe was one of the lucky applicants. Jasmine used her vouchers to purchase some all-in-one reusables from the Nappy Lady (thenappylady.co.uk). Asked if she would recommend reusable nappies to other parents, Jasmine says:

"Oh, definitely. I think even if people just replace one disposable nappy a

day with a cloth nappy, that's one less going into landfill. And I think if you can do it full time, day and night, then that's the dream. But it's not difficult."



Jasmine Hinchliffe and her baby, Barney



To find out more, visit our webpage: herefordshire.gov.uk/rubbish-recycling/reusable-nappies/2

Top tips to reduce your food waste

Of course, collecting food waste by bike is a really useful step in improving our carbon footprint. But we could all create less food waste in the first place. Doing this will help your pocket as well as the planet. There are lots of hints and tips on the lovefoodhatewaste.com webpages. Also, consider our top five ways to waste less food:

Plan, plan, plan. Consider what you're going to cook. Consider how you'll use the leftovers.

Don't buy too much. You have meal plans (see above). Buy the ingredients you don't already have to make those meals. Nothing else. Voila - no waste!

Look online. There's a smorgasbord of recipes on the internet. Some sites provide ideas for the ingredients you enter on their sites. This means even odd food items at the bottom of your fridge can be turned into something tasty.

To freeze is a breeze. Batch cook. Eat. Freeze the leftovers. Repeat...

Frozen foods. While we're on the subject, buying frozen foods like fruit and veg means you can use exactly how much you need and leave the rest in the freezer.

Interested in turning your leftovers into compost to create a product that will help your plants and veg grow? See Recycle Now's advice on home composting and live the good life!



www.recyclenow.com/how-to-recycle/how-to-set-up-home-composting

How little things mattered during lockdown



We thank local people who did something special during the pandemic.

We're not talking about doctors and nurses, whose brilliance has been recognised in other ways. We're talking about people in the community, local businesses, organisations - friends and family members who went out of their way to help others.

As soon as the pandemic hit, The New Strand in Eardisley decided to run a delivery service to help villagers who were isolating.

"A lot of people weren't able to have anyone around. So, I started to cook meals and my son did the delivering," said Briar Cardwell.

One villager who was grateful for their help was Jean Aldridge. "It was a lifeline for me and for many other older people during the pandemic," she said. "The lunch being delivered, and a quick chat on the doorstep, really lifted my spirits, and they were also kind enough to bring me some basic shopping if I was running low."

Julia Ashton, who runs Wellington Village Stores and Post Office, also helped deliver groceries and even bought a new van to help with demand.

"We work really hard to be a community hub and we definitely tried to go above and beyond," she said.

Meanwhile, Karen Barnett and Charlie Allport, who work at JJ and Little Dots, and The Spread Eagle, in Hereford, were part of a group who helped people in need in the county.



Julia Ashton (owner of Wellington Village Stores & Post Office)

"We were delivering to people living in the countryside who had no family," said Karen.

Another local company who helped people through difficult times were Herefordshire Board Games. The gaming and fundraising community ran events throughout the pandemic and launched a free lending library where people could borrow games and jigsaws.

"Before the pandemic, we ran two events a month. But, once covid hit, we immediately went online," explained Adam Best. "We diversified into video games and quizzes, and some months, there were only two

or three days when we didn't run an event.

Meanwhile, south of Hereford, Little Dewchurch Wellbeing Hub helped collect medications, people's shopping and provided lifts for villagers.

"During the first year of the pandemic, the hub also asked villagers for material that was turned into scrub bags, scrub bands, face masks and scrub uniforms," said spokesperson, Jo Hawthorne. "These went to Wye Valley Trust and care homes across Herefordshire. Local children also made cakes for care homes and wrote letters to people who were experiencing loneliness."

People who gave up their time for free to volunteer in the many vaccination hubs in the county have also been praised. "I got a call from the practice manager at Colwall Surgery asking if I could help out doing admin because they were really struggling," said Peter Lacey, a retired teacher. "We had about 40 volunteers who were fantastic - it was just wonderful to be part of it."



Briar Cardwell and Douglas Like, who run The New Strand in Eardisley

Cost-cutting car clubs



Community car schemes across the county are going from strength to strength as members feel the benefit of spreading vehicle running costs by sharing cars.

Supported by the council, community car schemes are popular with people who are concerned both about the environment and the rising cost of fuel.

“The local community car scheme is helping families out financially as it’s much cheaper than running a car if it’s only needed a few times a week.” says Maggie Setterfield on behalf of the South Hereford group which is the latest club to join the scheme.

“Leominster Car Share has now been running for over eight months,” adds spokesman, Clancy Wilson. “We have

two cars, one electric and one petrol and we have already reached the point where we could do with a third vehicle.”

Meanwhile, Ritchie Cotterill says: “Kington Local Environment and Energy Network volunteers were pleased with the response during a visit to the town’s market, when additional members signed up to share the group’s fully-electric Renault Zoe 40 (see photo). I love how quiet it feels to drive electric,” says the club’s founding volunteer and acting secretary.

While a new club for Much Birch is currently being set up, other local clubs are running in Colwall, Ledbury and St James and Bartonsham.



To find a community car club near you search for ‘community car clubs Herefordshire’ or visit malvern-hills-carclubs.org.uk to find out more

Cleaner air, naturally

Three moss filters are being installed in Hereford, with the first already in place at Eign Gate.

Moss has possibly the best air cleaning and oxygenating capabilities of any plant, so is one of nature’s best air filters, helping to naturally clean the air we breathe.

Although they take up the same amount of space as one tree, due to the enormous surface area of moss, the moss filter is more efficient at filtering and cooling the air around it.

The moss filters are part of a range of measures to enhance the city centre environment through investment funded jointly by the council and Marches LEP. The improvements aim to encourage people to spend more time in the city when they visit, helping to boost the local economy.



For more information visit herefordshire.gov.uk/mossfilters

Improving Herefordshire smiles

It was smiles all round for over 300 Herefordshire children who took part in a virtual Brushathon.

Under 5s from 20 pre-schools joined an online event in May to practice the recommended two minutes of brushing to keep teeth and mouths healthy during National Smile Month. The event was part of a Herefordshire 'Time to Shine' public health campaign to improve oral health in young children.

The campaign aims to encourage good oral hygiene habits that will become part of children's life-long daily routine and will help to reduce tooth decay and keep teeth and gums in tip top condition.

Tooth decay is the most common oral disease in children and young people.

Herefordshire has the highest cases of dental decay in under-fives in the West Midlands. One in three five year olds in the county have some signs of tooth decay, with an average of one or more decayed, missing or filled teeth.

The impact this can have on a child's health and wellbeing is significant, causing pain, missed education and low self-esteem.



For more information on improving oral health, including top tooth brushing tips for children, visit herefordshire.gov.uk/oralhealth

Give your family a healthy start

If you're more than 10 weeks pregnant or have a child under 4, the NHS Healthy Start scheme can help you buy healthy foods like milk or fruit and get free vitamins.

You need to be claiming certain benefits to qualify.

If you're pregnant and under 18 you can claim even if you do not receive any benefits. If you're eligible, you'll

be sent a Healthy Start card with money on it that you can use in some UK shops.

You can use your card to buy:

- plain liquid cow's milk
- fresh, frozen, and tinned fruit and vegetables
- fresh, dried, and tinned pulses
- infant formula milk based on cow's milk

You can also use your card to collect:

- Healthy Start vitamins (these support you during pregnancy and breastfeeding)
- vitamin drops for babies and young children (these are suitable from birth to 4 years old)



For more information see talkcommunitydirectory.org/healthystart

Autumn vaccinations

Your GP Surgery will contact you to arrange your autumn Flu and Covid booster vaccination appointment

Herefordshire and Worcestershire Integrated Care System

NHS Providing NHS services

Herefordshire General Practice Taurus Healthcare

Here for Herefordshire holidays

More than 1,200 children and young people from across the county enjoyed free activities during the school holidays.



The Department for Education funded holiday activities and food (HAF) programme provided children who are eligible for benefits-related free school meals with the opportunity to try out lots of exciting free experiences with around 25 local activity providers. Every child that attended also received a free nutritious meal at the session.

With the Here for Herefordshire Holidays scheme set to continue until at least 2024, it means there will be a bigger and better programme of fun holiday activities to come.



For more information visit: talkcommunity.org/holidayactivities

Is your child eligible for free school meals?

All primary school children in Reception, year 1 and Year 2 in Herefordshire are entitled to school meals.

In addition to this your child may be eligible for free school meals if you receive any of the following benefits:

- Income Support or Income Based Job Seeker's Allowance
- Income-related Employment and Support Allowance
- Universal Credit if NET earnings do not exceed £7,400
- Pension Guarantee Credit
- Child Tax Credit, where Working Tax Credit is NOT in payment AND your annual income does not exceed £16,190 (as determined by HM Revenues and Customs)

- Working Tax Credit run-on (A four week payment when your employment has ceased or your working hours reduce below 16 a week)
 - Support under Part VI of the Immigration and Asylum Act 1999
- Nursery aged children attending a council maintained nursery are also eligible for free meals if they are receiving education before and after the lunch break.



To find out more and to check whether you are eligible to apply, visit: herefordshire.gov.uk/schools-education/free-school-meals

Protect yourself at Uni

All set for uni? Got your books, found somewhere to live, and even booked tickets for all the freshers' events? Don't forget one thing that could save your life – your free MenACWY and MMR vaccines.

The MenACWY vaccine is the best way to protect you from four kinds of meningococcal disease a rare but life-threatening disease and the main cause of meningitis and septicaemia.

Older teenagers and new university students are at higher risk of infection. You should get vaccinated at least two weeks before you start uni, so you're protected before you go. You can find out more about the MenACWY vaccine by visiting nhs.uk/conditions/vaccinations/men-acwy-vaccine/

The MMR vaccine protects from measles, mumps, and rubella. These are highly infectious conditions which can easily spread between unvaccinated people so it's really important to make sure you've had both MMR doses if you didn't get them as a child. You need two doses of the MMR vaccine to be fully protected.

For more information about the MMR vaccine visit nhs.uk/conditions/vaccinations/mmr-vaccine

Don't forget to check that the rest of your vaccines, including COVID-19, are up to date.

Information about vaccines and when to have them can be found by visiting nhs.uk/conditions/vaccinations/nhs-vaccinations-and-when-to-have-them/

Help available for struggling pensioners

Are you a pensioner with money worries due to the rising cost of living? Have you heard about pension credit? It provides a top-up to the state pension for older people.

Many people who qualify for this extra money don't yet claim it. But even those who may only get a small amount of pension credit are urged to apply as it can unlock other benefits.

For example, people who get pension credit guarantee may be entitled to free NHS dental treatment and

vouchers to pay for or towards glasses and contact lenses. You may also be able to claim a £140 warm homes discount to help with your electricity bill and help with housing costs and council tax bills. And, if you're 75 or over, you can claim for a free TV licence.

The easiest way to find out if you are eligible is to apply online by visiting the government webpage (www.gov.uk/pension-credit/how-to-claim) or by calling the pension credit claim line on 0800 99 1234. If you can't claim

online or by phone, and don't have a relative or friend to help you, contact the council's welfare and financial assessment team on 01432 383444 for help.



Visit our talk community 'money on your mind' webpages talkcommunity.org/money-on-your-mind for more financial help and advice.

Energy bills are going up. That's why Keep Herefordshire Warm is here.



Most of us have seen our energy bills rise significantly this year, and we know that another price rise is coming this October.

This is an increasing worry for many people as we struggle to plan for what these price rises will mean for our weekly and monthly budgets.

If you're anxious about your energy bills, don't struggle on your own.

Keep Herefordshire Warm is a free service from Herefordshire Council that offers home energy advice and grant funding to reduce your energy use – the only guaranteed way to protect against rising energy bills.

- Keep Herefordshire Warm's advice line offers energy efficiency support on many topics, including simple changes to save energy. Call free on 0800 677 1432.

- For lower income households, Keep Herefordshire Warm currently has grant funding available to install energy-saving home improvements. Call the advice line, or visit Herefordshire.gov.uk/housing-3/home-energy

- You can find advice on a range of topics, including heating and hot water, electricity, and insulation, at keepherefordshirewarm.co.uk/advice

- If you just need somebody to have your back when dealing with your energy contract, Keep Herefordshire Warm's Energy Advocates can help.

They hold regular drop-ins and can visit you at home to show you how to take control of your home energy. Find out more at keepherefordshirewarm.co.uk/advocate.

Quitting smoking can seriously improve your health

Every year around 78,000 people in the UK die from smoking. Many more are living with debilitating smoking-related illnesses.

The good news is it's never too late to quit and it's one of the best things you can do for your health.

The Herefordshire Stop Smoking Service offers free, expert support to everyone living in the county or registered with a Herefordshire GP.

- The service provides 12 weeks of stop smoking support

- It provides face-to-face behavioural support and you can choose from a range of nicotine replacement therapy options to help you

- You are supported if you choose to use e-cigarettes

 <p>After 20 minutes Check your pulse rate, it will already be starting to return to normal.</p>	 <p>After 8 hours Your oxygen levels are recovering, and the harmful carbon monoxide level in your blood will have reduced by half.</p>
 <p>After 48 hours All carbon monoxide is flushed out. Your lungs are clearing out mucus and your senses of taste and smell are improving.</p>	 <p>After 72 hours If you notice that breathing feels easier, it's because your bronchial tubes have started to relax. Also your energy will be increasing.</p>
 <p>After 2 to 12 weeks Blood will be pumping through to your heart and muscles much better because your circulation will have improved.</p>	 <p>After 3 to 9 months Any coughs, wheezing or breathing problems will be improving as your lung function increases by up to 10%.</p>
 <p>After 1 year Great news! Your risk of heart attack will have halved compared with a smoker's.</p>	 <p>After 10 years More great news! Your risk of death from lung cancer will have halved compared with a smoker's.</p>

Interested in taking part?

Please email: hlt@herefordshire.gov.uk or call 01432 383567 to speak to one of our health trainers.

Visit talkcommunitydirectory.org/keeping-well-staying-healthy/healthy-lifestyles/stop-smoking to find out more.

Or visit: nhs.uk/better-health/quit-smoking

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Annual Canvass

If you're not registered, you can't vote.

A canvass communication will be sent to you between July and December 2022. Make sure the details are correct and respond using the options provided. For more info visit: www.herefordshire.gov.uk/annualcanvass

One person per household can log their response online at www.elecrg.co.uk/hfds using their two security codes.

Helpline: 01432 260107
Email: canvass@herefordshire.gov.uk
Website: www.herefordshire.gov.uk/elections



The Electoral Commission

Don't lose your right to vote in next years
Local Government Elections on Thursday 4 May 2023



TALK COMMUNITY

BRINGING
HEREFORDSHIRE
TOGETHER

DO YOU NEED HELP...

STAYING HEALTHY
MANAGING MONEY?
GETTING ONLINE

Rising energy costs are a key issue for many people right now. So we've made it easier than ever to find the support you need if you're struggling and living in Herefordshire.

ARE YOU
STRUGGLING
TO PAY YOUR
BILLS?

IS YOUR
MONEY NOT
GOING FAR
ENOUGH?

ARE YOU IN
DEBT AND DON'T
KNOW WHERE
TO TURN?



Find support on this and so much more, all in one place

talkcommunity.org/moym

01432 260027



Herefordshire
Council



If you would like help to understand this document, or would like it in another format or language, please email:

communications@herefordshire.gov.uk



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