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HEREFORDSHIRE NOW

The residents' magazine from Herefordshire Council

February 2023

FREE AND ONLINE




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 Herefordshire
Council

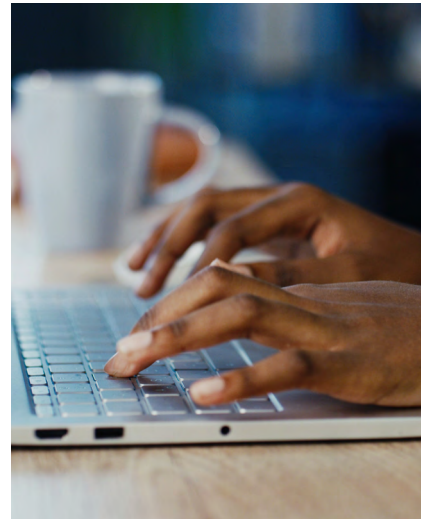
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Coronation street parties



Faster, easier service...



The coronation of His Majesty the King and Her Majesty the Queen Consort takes place at Westminster Abbey on Saturday 6 May.

Many Herefordshire residents will mark the occasion the following day when they get together to share food and fun as part of national celebrations on Sunday 7 May.

Street parties and gatherings in parks and other community spaces across the county are set to boost community spirit while supporting charities and other good causes.

If you're planning an event to mark this historic occasion, please visit our dedicated webpage: herefordshire.gov.uk/coronation.

You'll find all you need on coronation events, music licences, public liability insurance as well as how to apply for a road closure.

Plus, get involved in The Big Help Out on Monday 8 May and find out more about volunteering in your part of the county.

Want to manage your council tax online? Want a large item collected? Or know the dates of your bin collections?

The new **MyHerefordshire** portal brings all these services together.

Now, you can keep track of your service requests with us so you'll know what progress we've made for you.

Already have a 'My Account'?

You just need to register a new account from the links on the portal using the same email address you used before. That will give you access to all your existing details and more.

Otherwise, you can register on the same page to create a new account that's tailored to you. Check balances, make payments, see business rates, housing benefits... virtually every council service will be at your fingertips.

You'll even be able to see what progress we've made with your online enquiries or with our customer services. And our autofill function speeds up the time it takes you to complete any forms.

We're keen to hear from you about the services you would like us to feature in Herefordshire Now. You can get in touch via herefordshirennow@herefordshire.gov.uk to tell us what services you'd like to find out more about. To view this magazine online or sign up to receive future editions in your inbox, visit:

herefordshire.gov.uk/council/herefordshire-now

All details correct at time of print.

Cover pic: Apprentices Harry Kingston and Abbey Collings - read their stories on page 8



Welcome

We are committed to our priority of improving Herefordshire children's services. We're beginning to see some very early signs of improvement and are determined to keep moving to get those services where we all want them to be. There's an update on children's services on p4.

We hope you like this magazine's revamped front cover. That, along with a new style for some headlines, is among the changes we've made. We no longer deliver Herefordshire Now to every household, we've reduced the print run and will make paper versions of the magazine available in our Talk Community hubs, county libraries and other council buildings, while stocks last.

We'll continue to update you on new council services. But we also want to provide some details of the people behind them. What led them to do what they're doing? What do they enjoy about their jobs? For example, on page 11 of this edition, there's a short article on the new museum lead, Damian Etheraads.

We're also keen to hear from you. Please get in touch via herefordshirenow@herefordshire.gov.uk to suggest what kind of stories you'd like us to feature in future. Feel free to let us know what you think of the stories we've already run. We may use your messages in future editions of Herefordshire Now.

Thanks,
Paul Walker, chief executive,
Herefordshire Council

£19.9 million success story



Funded by
UK Government

**LEVELLING
UP**



A new transport hub and active travel measures are set to be developed in Hereford thanks to £19.9 million secured in levelling-up funding from government.

A new integrated transport hub will link cycling, walking, bus and rail transport in Hereford. Our £10 million hub will trigger a step-change away from our reliance on cars towards easy-to-use, greener modes of transport. Covered facilities and lockers will encourage cycle parking. The new hub will also provide new bus stands, taxi and car parking areas.

A network of cycling routes will link to the transport hub, Hereford city centre and routes south of the Wye. Quiet routes will encourage more people to commute to Hereford enterprise zone on foot or by bike. Improvements will be made to Holme Lacy cycleway and safer routes to school – including 20mph speed limits – will inspire more cycling and walking in Hereford.

Let us know what you think of the government's levelling-up award for Hereford. Email: herefordshirenow@herefordshire.gov.uk. We may publish your message in a future edition of the magazine.

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 [hfdscouncil](https://www.hfdscouncil.gov.uk)



Children's services update

Improving our children's services remains this council's number one priority.

We know we must listen to children, young people and their families and use this feedback to shape our services. This work is well under way.

We're working with our partners to improve our engagement with local communities, and voluntary, community and faith organisations.

We need to make our services more accessible to families and we are currently looking at operating from our Talk Community hubs across the county so we can

offer a range of early help and prevention services in the heart of local communities.

A new children's help and advice team phone line has been launched for families and professionals. Read more about CHAT below.

Corporate director, children and young people, Darryl Freeman says: "We're starting to see early signs of improvement in our services. These positive changes are down to the hard work and commitment of our staff and the invaluable feedback received from families sharing their experiences. I know there's a huge amount to do to improve, but we're all



Darryl Freeman, corporate director, children and young people

determined to build a children's service everyone in Herefordshire can be proud of."

Visit our children's services improvements webpage [herefordshire.gov.uk/improvement](https://www.herefordshire.gov.uk/improvement) for the latest information.

Supporting families with CHAT



Kelly Hanson, team manager

We asked team manager, Kelly Hanson, to tell us more about CHAT, the children's help and advice team's new free service.

How would you describe CHAT? CHAT is a new phone line that offers advice, signposting and

support. Families and professionals call to find out what help's available in Herefordshire. We work with partner agencies to understand how they can support families as quickly as possible so their worries don't escalate.

What prompted it?

It was launched in January following feedback from families, communities and professionals. Our team's expertise includes education, behaviour, early years, wellbeing, family support and family relationships.

Who's been using the service?

Families looking for or needing parenting and wellbeing support,

financial signposting, advice on baby/toddler groups. Professionals often seek ideas to further support families they're already working with.

What questions have they asked?

We've helped families struggling with teen behaviour, for example. We chat with them and advise them on their options towards positive change.

Are you surprised by the questions people ask you?

Much of the support is already out there. It's just that families don't always know what's available. We're happy to help!

Do the callers seem grateful for your advice?

Parents are often relieved to hear a helpful voice at the end of the line. Feedback is good as we try to support all their worries.

Is there anything else you'd like to add about the new service?

We update daily to ensure the information we give is as up-to-date and relevant as possible.



Call the children's help and advice team (CHAT) free on

01432 260261

and speak with an experienced supporting families advisor (open 9.00am to 4.45pm Monday to Friday)





How to give struggling families a WoW-factor



The ongoing cost of living crisis means more and more families across Herefordshire are looking for the cheapest ways of keeping the kids warm, entertained and fed.

This challenge led our Talk Community team to create a way of helping more local organisations extend their hours and welcome families looking to minimise their own heating and eating bills.

Our new **WoW grant** is open to all community groups, organisations and businesses that can open their doors at times that suit Herefordshire families. They'll be those that can provide a heated space, suitable activities and hot

refreshments, free of charge. We'll award funding based on the number of hours your venue can open as well as the number of people who can benefit from your offer.

Provided by the department for work and pensions, our WoW grant funding is open for applications until 31 March 2023.

For more information, please visit: talkcommunitydirectory.org

Help available with council tax bills



Are you on a low income? Do you and your partner have less than £6,000 (working age) or less than £16,000 (pensionable age) in savings and capital? Do you get universal credit?

If so, you could be eligible for a discount on your council tax bill.

This webpage herefordshire.gov.uk/counciltaxdiscounts has all the information you need to find out if you're entitled to a reduction, which may be up to 100 per cent.

Manage all your claims at any time at my.herefordshire.gov.uk/account

Help with food and fuel poverty

Are you struggling to pay for household essentials, including food?

Herefordshire residents needing emergency funds to pay for food, fuel and other essential bills may be eligible for help from our emergency welfare support.

For more information, visit herefordshire.gov.uk/household-support-grant or call our friendly customer services team on 01432 383 838.

Phones lines are open 9:00am - 4:15pm, Mon to Fri, except Thursdays when they close at 4:00pm.

Walk this way...



With the clocks springing forward an hour in March, we're pretty much sprinting towards longer, warmer days and evenings.

Spring is the time of year when many of us look forward to getting active outdoors. It's much more accessible and, let's face it, much more enjoyable than it is during cooler months.

Feel-good factor

Being active releases chemicals in your brain that make you feel good. That endorphin rush boosts your self-esteem, helps you concentrate, sleep and feel better. Which isn't too bad considering you can do it for free.

Adults should be active for at least 150 minutes every week. This can be in moderate-intensity bouts between 10 and 30 minutes. Being active doesn't have to mean an expensive gym membership or running marathons. Finding an activity you enjoy gives you

a goal to aim for and a sense of purpose. It's also a great way to meet people, have a break from day-to-day routines and boost your confidence. Other benefits include:

- Less tension, stress and mental fatigue
- A natural energy boost
- A sense of achievement
- More focus and motivation
- A healthier appetite
- Just having a lot of fun

Take a fresh approach

It's even better to get active outdoors. Research shows that being in nature can make us happier, feel our lives are more worthwhile and it can reduce depression and anxiety.

Why not march this March?

Walking is often overlooked as a form of exercise, even though it's simple, free and one of the easiest ways to get more active, lose weight and become healthier.

We're lucky to have swathes of beautiful countryside in Herefordshire, with over 2,000 miles of footpaths to explore, including:

- 15 circular, signposted walking routes, ranging from 2 to 10 miles. You can download a free route map from our website: herefordshire.gov.uk/circularwalks
- 12 circular walking routes, ranging from 3 to 43 miles. See route guides at Visit Herefordshire: visitherefordshire.co.uk/see-do/get-active/walking/routes?page=1

The Talk Community directory talkcommunitydirectory.org/keeping-well-staying-healthy/healthy-lifestyles/being-active/ is your first step towards more walking.

TALK COMMUNITY

Free financial help and information is available to Herefordshire residents and businesses through Talk Community talkcommunity.org



Health matters

Smoking costs the NHS an estimated £2.6 billion a year. That's partly because smokers see their GP over a third more often than non-smokers and partly because smoking is linked to nearly half a million hospital admissions a year.

Clearly, health and economics are strongly linked. That's why those two factors are embedded in our health and wellbeing strategy to ensure "Herefordshire residents are resilient; lead fulfilling lives; are emotionally and physically healthy and feel safe and secure."

One of the ways we do that is by working with partners that can help us reach residents efficiently for the best outcomes.

Take smoking. The council's Dr David Collyer is currently leading a local scheme about to start within Hereford County Hospital. Developed in Canada, the Ottawa model supports smokers admitted to hospital to quit their habit.

It halved mortality rates among hospital patients in Canada who smoked. Re-admissions were also cut in half. All smokers admitted to Hereford County Hospital will be offered nicotine replacement during their stay to alleviate their cravings. In addition, they'll be offered the chance to take part in a 12-week programme that supports them to quit smoking for good.

Dr Collyer says: "The model proved very successful in trials run in 120 hospitals across Canada. Research recognises that smokers are more likely to quit if they are well-supported. That's exactly what this model does. In Hereford County Hospital, there'll be personalised counselling as well as nicotine patches and lozenges that allow smokers to absorb nicotine through their gums. I'm optimistic this model will reduce the 11.9 per cent of people in Herefordshire who smoke to help them improve their health and wellbeing."



Dr David Collyer

Your health questions

Want to know the long-term plan for public health in Herefordshire? Here's your chance. Send your questions to herefordshirenow@herefordshire.gov.uk and we'll put them to Matt Pearce, director of public health for the county. Matt is leading the development of a new strategy to improve the health of the county over the next decade.

Please note, the deadline for sending questions is midnight, 31 March. Your question may appear in a future edition of Herefordshire Now.

Push it real good

Being active is good for our mental and physical health.

If you're looking for a pacier way to enjoy some exercise in the fresh air, the oncoming spring is as good a time as any to get out on your bike.

As the days grow longer and (a little) warmer, swapping winter woollies for cycling clothing makes a lot of sense.

Going by bike

Cycling does of course have much to recommend itself. Going by bike, rather than driving or jumping on a bus or train, can save you money and help the environment.



According to NHS Inform, regular cycling can also reduce the risk of heart disease, type 2 diabetes and stroke.

The same site reminds us that cycling can "boost your mood, improving the symptoms of some mental health conditions like depression and anxiety."

You can find out where you can and can't ride a bike as well as information on cycling activities for kids, cycling to work, leisure routes and county clubs by visiting herefordshire.gov.uk/cyclehereford

All about apprenticeships

Just starting out? Want a nationally-recognised qualification to match your skills? Looking for a career change?

Your age and work experience are much less important than your ambition to learn with an apprenticeship. Each year National Apprenticeship Week shines a spotlight on how this career path helps individuals develop skills and knowledge for a rewarding career.

That's good news for individuals. But apprenticeships are also good news for employers.

All the information you need as an employer is available on the government's apprenticeship webpage [apprenticeships.gov.uk/employers/](https://www.apprenticeships.gov.uk/employers/) including the financial help that's available, how to recruit and understanding the full benefits.

What becomes evident is that having a ton of talent on board helps ensure businesses are well-equipped for the future.

Herefordshire Council

We're a long-term supporter of apprenticeships. To find out more, visit our work-based learning webpage [herefordshire.gov.uk/apprenticeships](https://www.herefordshire.gov.uk/apprenticeships) and see all vacancies here: [herefordshire.gov.uk/workforus](https://www.herefordshire.gov.uk/workforus)

Two people with apprenticeship experience at the council share their thoughts on this career path.



Abbey Collings,
project manager,
Herefordshire Council

What apprenticeship are you doing? APM – project management qualification

Why did you choose the apprenticeship route? I was working in contract management but knew I wanted to progress a project management career. The opportunity came along and my previous line manager put me forward for it. This let me continue my role and learn at the same time. As I was older and had financial responsibilities, I couldn't afford to take a salary cut so this was perfect for me.

What did you enjoy most about your apprenticeship? It was a great opportunity to meet others who worked for the council in different departments and learn about the

work they were part of and leading on. It was also good to feel that sense of personal achievement. I felt like I was always working towards a new goal, which I enjoyed.

How has your apprenticeship helped you in your career?

Enormously. I am now a project manager within the project management office at the council. While my previous role (senior contracts officer) would have supported my transition, I think having the PM qualification has definitely helped me understand things better.



Harry Kingston,
paralegal (children and young people), Herefordshire Council

What apprenticeship are you doing? I'm in the final year of the five-year, level 6 chartered legal executive apprenticeship.

Why did you choose the apprenticeship route? When I decided on a career in law, I wanted to gain hands-on experience while studying and be able to hit the ground running when I qualified as a lawyer. My supportive manager, suggested I continue my legal studies on a degree-level apprenticeship. I didn't have to be persuaded. I would avoid further student debt and be given an invaluable weekly study day to meet the demands of the course.

What have you enjoyed most about your apprenticeship? Graduating with CILEX advanced paralegal status at Central Hall Westminster in October 2022. It was special to celebrate years of hard work with family and

friends. Also, I love working in childcare law on the side of the state. It's fascinating, fast-paced, challenging, varied and morally worthwhile. Everything I wanted from a career. The work makes a difference to the lives of disadvantaged, vulnerable young people in my home county, which is particularly satisfying.

How has your apprenticeship helped you in your career?

It has helped me to progress. When I started, I was clueless! I had never worked in law before. I'll qualify as a chartered legal executive and childcare lawyer this year. I plan to use the apprenticeship as a platform to dual-qualify as a solicitor and attain the Law Society's children law accreditation.

Rough guide to outreach work

The council's homeless outreach team provide valuable support, helping people away from rough sleeping into temporary shelters.

Our three-strong outreach team can continue their work thanks to more than £2 million in government funding. That will see it through to 2025 to continue delivering Project Brave, which works towards independence and sustainable homes for homeless people.

The funding means the team can continue to locate rough sleepers and provide all the support they need. This is often far more than a bed for the night. As the following case study shows, rough sleepers often have multiple and complex needs, due to drug and alcohol misuse as well as mental health issues.

Our outreach team is always grateful to hear from former rough sleepers. We've changed the names of the former rough sleeper (and lightly edited their letter) as well as the outreach worker.

Steve, a former rough sleeper, recently shared his experiences from almost 20 years of living on the streets with us. To read Steve's story, see the November 2022 edition of Herefordshire Now at

[herefordshire.gov.uk/herefordshirennow](https://www.herefordshire.gov.uk/herefordshirennow)



Down but not out – letter from 'Ian'

"I was on the streets of Herefordshire following a very bad relationship breakdown. This was undoubtedly the worst time of my life. I was in a very bad mental state of depression with no hope and in the depths of despair. I had tried to commit suicide on more than one occasion and felt alone with no one to help me. I felt so isolated and unsafe I was taking drugs to combat my mental anguish.

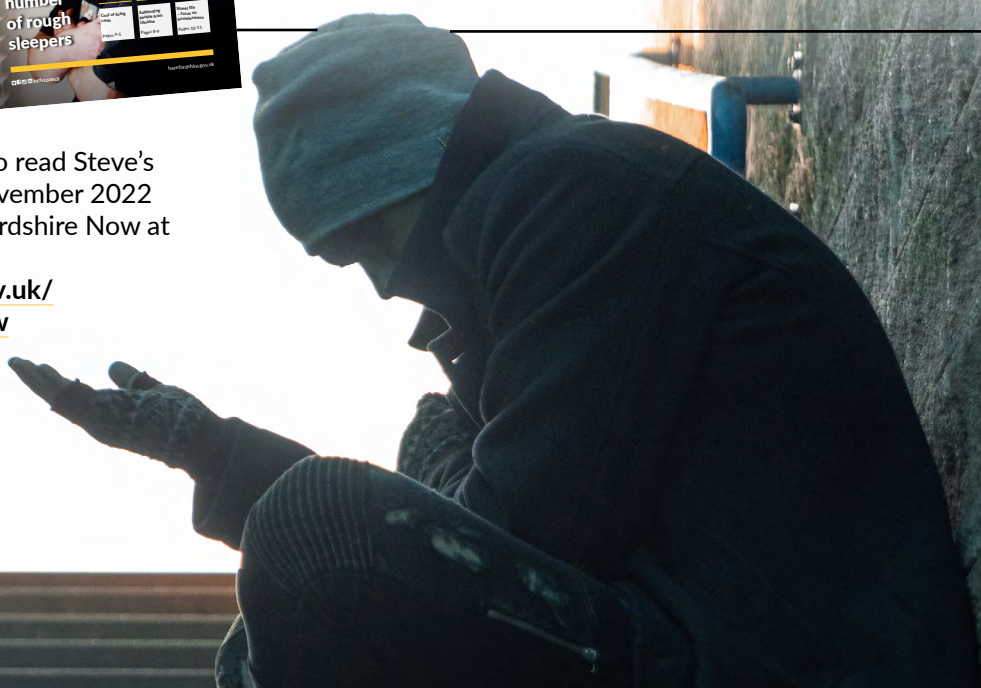
"I met Dave [outreach worker] just before the covid pandemic at St Peters Shelter [Hereford]. He was a friendly face and he seemed to take me under his wing. He was initially there on a daily basis providing me with one-to-one support regarding my general wellbeing and homeless situation. Dave helped me tremendously with emotional and practical support.

"He found me some temporary accommodation. It was such a relief to get a roof over my head. It was very clean and well run. Dave visited daily and focused on getting me into permanent accommodation. I was there for about a year, looking forward to getting settled into permanent residency. Dave found me a one-bed flat in Ross-on-Wye. He helped with the move and obtained funding for electrical equipment and furniture and new carpets and curtains.

"I could not have asked for a more supportive worker. Dave phoned me daily. He helped me with the tenancy administration and sorting my utilities and other important things like benefit support and registration with a new doctor. Dave visited me twice a week. He brought food parcels and dealt with any problems or issues. Nothing was ever a problem to Dave. He always did what he said he would do and I found him very, very supportive.

"I have made some great personal progress since. I have been off drugs for three years and also got married this year in St Lucia. I recently moved to a bungalow in Shropshire. Dave also played an integral part with this move, helping me with some sound advice. I will always remember the truly life-changing, amazing support and I am so grateful and thankful to Dave.

"Thank you for all the support."



New chapter for library

Many regular visitors to our museum and library building on Broad Street in Hereford can already sense a change for the better.

We have huge, exciting plans for Broad Street and beyond. The building that currently houses our museum (upstairs) and library (ground floor) is being completely redeveloped. You can read about that by visiting our webpage, herefordshire.gov.uk/developmentsinhereford. The page links to separate articles on the library and museum.

What's opening when?

The Broad Street building will become home to a state-of-the-art museum and art gallery. It will open in the spring of 2025. Meanwhile, a completely new library will take up residence at Maylord Orchards shopping centre in spring 2024.

For all that to happen, we must empty the Broad Street building for the construction work to begin.



Nesta Sinkeviciute, library assistant, looks forward to the move

Mind the gap

Most of our library services will move to the Museum Resource and Learning Centre in Friars Street, Hereford. Customers will also be able to borrow and return books to Belmont Library, if that's more convenient. We're

also planning pop-up events and activities to keep families happy until we open the doors of our new library and learning resource centre. We'll keep you posted on our social channels.

A life in libraries

Born and bred in south Wales (or "Barrybados" as he puts it), Jon Chedgzoy studied theology and religious studies at Manchester University. Despite this divine direction, he then spent a year as a graduate trainee librarian at Crewe and Alsager College (now part of Manchester Metropolitan University). This felt much more like his calling, so he went on to do a postgraduate diploma in librarianship and information studies at Aberystwyth University.

Other library roles in Mid Glamorgan and Llandrindod Wells followed. By 2000, Jon was overseeing seven libraries and a mobile unit in Shropshire. He arrived at Herefordshire Council in 2009 and became libraries and archives manager in 2023.

"I've noticed lots of changes in my 30 years in libraries," he says.

"When I started, books were issued using the old Browne system. This involved trays full of cards and catalogues in drawers and shelves full of encyclopaedias. The way library services are delivered now is very different, thanks mainly to digital technologies. But the basic need of customers seeking information, borrowing items and using libraries as a safe, community space hasn't changed at all."



Jon is leading the library's move from Broad St to Maylord Orchards, via its temporary home at the Museum Resource and Learning Centre, Hereford.

Free, fabulous facilities

What do intrigue, drama, crime, romance, local history and true stories have to do with The Gruffalo? Books on them – and so much more – all live in our libraries. Herefordshire libraries are brimming with every type of book you can imagine. Not just in paper form. Audiobooks and DVDs are also on offer, as are ebooks. You can use computers and wifi in our libraries and access our online resources from the comfort of your home. And it's all free.

Search for 'libraries' on the council's website to find out about our events, reading groups, home deliveries and how to join online today.

Museum maestro

When investing £18 million to create a state-of-the-art museum and art gallery, a safe, experienced pair of hands is a must. Meet Damian...

He has three academic degrees, two at postgraduate level. His external appointments include being a fellow of the Royal Society of Arts. And, having recently left Hastings Museum & Art Gallery in much better shape than he found it, he has just taken up his new role as museum lead with Herefordshire Council.

Damian Etheraads' phenomenal achievements include increasing visitor numbers at the museum he's just left by 40 per cent. There, he also launched #HastingsDigitalMuseum mid-pandemic, reaching well over a million people in the process. In another previous role, he doubled visitor numbers at Ipswich Art Gallery.

Little wonder he was chosen to develop and oversee plans for Hereford's completely redeveloped museum and art gallery before it opens in 2025. Until then, Damian will engage with residents and other stakeholders to ensure the new museum fulfils – and very likely exceeds – people's expectations.

We began by asking him what he loves about museums...

"I love museums because I'm fascinated with the past and how people used to live. Museums are great at telling these stories in fun and enjoyable ways. They're places you can go with family and friends to make memories.

"Hereford Museum & Art Gallery development is exciting because it is breathing life into a much-loved building. It also means we can tell new stories and showcase objects that haven't been seen before. It offers a rare opportunity to get people involved in the county's heritage.



Damian hopes the new museum gets its rooftop terrace to help people connect its contents to the county.

"The next stage is about working out the fine detail of what goes inside the galleries, what the stories are and how they're told. The new museum will reflect what makes Herefordshire unique. We also want it to be a fun and exciting place to attract tourists and give local people a reason to keep coming back.

"Digital will be a big part of the new offer. The final details are yet to be worked out. But, we hope the new museum will include things like atmospheric gallery soundscape, multi-user projection and augmented reality. There will also be a range of activities that are more low-tech – but just as much fun.

"During the building's redevelopment, people will still be able to enjoy the fantastic Black & White House Museum. We also plan lots of activities linked to the renovation. These events will help shape what's included as well as letting people know what to expect from the new museum.

"I really, really hope the new museum does have a rooftop viewing platform. This kind of unique feature would help it stand out. It would also link the collections inside to the wider landscape. It would offer a fantastic opportunity to see Hereford in a new and completely different way."

"The Hereford Museum & Art Gallery... offers a rare opportunity to get people involved in the county's heritage"



News for some Telecare users

Are you a Telecare user? Do you know anyone who uses these services? Are you aware that some equipment may not work in an emergency as phone providers switch lines from analogue to digital.

What is Telecare

Telecare is a monitoring service that helps elderly, disabled and vulnerable people stay safe and independent in their own homes. When the equipment is activated, the Telecare service gets customers the help they need. This means the service may contact a relative, a neighbour or a friend to let them know what's happening.

The service will also call emergency services or specialist teams, such as the Falls Responder Service.

Around 2,200 local residents use Herefordshire Council's Telecare service. The council has written to all its customers to explain what is happening and what they should do during the digital switchover. The council plans to assess all its Telecare users' equipment and will upgrade or replace any that are not compatible with new digital systems.



The council says those who use other Telecare systems should call their phone provider to let them know they are a vulnerable user.

Major phone providers:

BT	0800 800 150
EE	0800 956 6000
Sky	0333 759 1018
TalkTalk	0345 172 0088
Virgin	0345 454 1111
Vodafone	03333 040 191

Find out more about the government's preparations for the switchover here: bit.ly/3HOomrD or scan the QR code:



Our survey says... great service!

A big thanks to all our Telecare customers who took the time to complete the survey we sent out in October last year.

We were delighted that nearly a third (31 per cent) of the 2,469 customers we sent the survey to responded.

This means we have the views of 776 people to help us get better at what we do. The great news is 84 per cent of you said you were already satisfied with the service we provide, including our ongoing support.

An amazing 87 per cent of you agreed your Telecare equipment "makes you feel safe and secure in your home". Almost as many (78 per cent) agreed it "helps you to keep your independence."

Meanwhile, 80 per cent said the equipment "helps you feel confident and reassured" while 74 per cent said it enables you to remain in your own home". Six in 10 (62 per cent) felt it "enables you to continue doing the things you enjoy" and 52 per cent agreed it "improves your quality of life."

Last, but definitely not least, an astonishing 88 per cent agreed the equipment "provides reassurance for your family, knowing that access to help is available quickly."

We're also looking at introducing a new predict-and-prevent model to further improve our service. We'll keep you updated on that.

If you're interested in the full results, email BusinessSupportAWB@herefordshire.gov.uk and ask for a copy of our 'Telecare survey 2022'.

Businesses cleaning up on way to net zero



L-R: Merry Albright, creative director, Border Oak Design; Vernon Amor, managing director, Wye Valley Brewery, Juliet Davenport, OBE; Claire Spicer, head of conservation, Herefordshire Wildlife Trust; Justin Price, safety, health environment and quality assurance manager at Frank H Dale.

Conventional wisdom suggests green policies reduce company profits. The climate ambassadors who got together in Hereford in January disagree. Some spoke of increasing sales while reducing emissions. Benefits beyond financial gains were also discussed at the climate conference held at Skylon Park.

The climate conference was organised by Herefordshire Council's sustainability and climate change team on behalf of the Herefordshire climate and nature partnership board.

The Green Start-Up author, Juliet Davenport, OBE, gave the keynote speech. She was joined on stage by local businesspeople with 2030 net zero ambitions. Juliet said she was inspired by the Herefordshire organisations helping people "explore what's possible within their own business."

Border Oak Design's Merry Albright spoke about sustainable homes. Herefordshire Wildlife Trust's Claire Spicer discussed the transformative effect of the Rotherwas heritage and nature trail. Frank H Dale's Justin Price

shared how the steel company has reduced its carbon output by 25 per cent while it aims for a 57 per cent drop by 2035. And Wye Valley Brewery's Vernon Amor said the beer maker had almost doubled sales in the last decade while reducing CO2 emissions by 40 per cent.

Get involved by visiting herefordshire.gov.uk/hcnp and find out more about Herefordshire's zero carbon mission.

Funds for a warmer home (and cooler planet)

People in Herefordshire know energy-efficient homes make a lot of sense. But getting from draughty doorways to snug sitting-rooms can be a challenge.

This is where a retrofit plan comes in.

Retrofitting your home means upgrading windows and doors, adding insulation to walls, lofts and under floors or installing tech like solar panels and air-source heating. Such changes help your pocket as well as the planet.

Sound a bit costly? A fully-funded scheme is currently offering retrofit plans that would normally cost Herefordshire homeowners hundreds.

To find out more about Severn Wye Energy Agency's scheme, run on behalf of Herefordshire Council, visit its Future Ready Homes website: severnwyenergy.org.uk/future-ready-homes/

Offer ends June 2023.



NHS
Herefordshire and
Worcestershire

Don't let bugs play on your mind.

If your child is unwell, use the HANDi App to check their symptoms and get instant, NHS-approved medical advice.

The conditions covered include:

Chesty child/baby illnesses:

- Bronchiolitis
- Asthma
- Croup
- Wheezing
- Asthma
- Strep A
- Diarrhoea and vomiting
- Newborn Problems
- High Temperature
- Abdominal Pain

GET IT ON
Google Play

Download on the
App Store

Search 'Handi' on the Apple App Store and Google Play.

Scan this QR code for more information!

HANDi

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Spread the news, not the disease

As routine testing has ended, we no longer have exact figures on COVID-19 infection rates in Herefordshire. Vaccination remains the best form of defence. You can also reduce spreading disease by meeting outside, letting fresh air indoors, avoiding crowded places, staying home if unwell, catching coughs and sneezes in a tissue, wearing a mask and washing your hands regularly with soap and water.

Your choice may affect you, your relatives and friends. More



information is available on our website herefordshire.gov.uk. Or visit nhs.uk/live-well/seasonal-

[health/keep-warm-keep-well/](#) for details on how to stay well.

And breathe...

Air pollution is the biggest environmental risk to UK public health

According to government statistics, the UK's annual mortality of human-made air pollution is between 28,000 and 36,000 deaths a year. The estimated cost to the NHS and social care system of air pollutants will be £1.6 billion in the eight years to 2025.

outcomes most strongly linked with exposure to air pollution include stroke, ischaemic heart disease, chronic obstructive pulmonary disease, lung cancer, pneumonia, and cataract (household air pollution only)." We therefore must do all we can to reduce air pollution.

automatic monitoring station at Victoria Street, Hereford was updated last year. A similar system began operating in Leominster last month.

Search our news room for more information on air quality monitoring in the county: herefordshire.gov.uk/newsairquality

According to the World Health Organization: "The specific disease

Herefordshire now has two air quality management areas. Our

Cool for school kids

Schoolchildren (reception to year 11) eligible for benefits-related free school meals can enjoy up to 16 hours of free activities during the Easter break.

Climbing, canoeing, drama, martial arts, horse riding and tons of other indoor and outdoor activities are up for grabs. A free healthy meal ensures energy levels never dip too low during every session.

Thousands across Herefordshire have already benefited from this fantastic offer. Join them by booking online (our system re-opens Monday 6 March) to take part in activities that kick off with a family taster day in Hereford on Saturday 1 April.

Visit talkcommunity.org/holidayactivities to find out more.

This programme is funded by the Department for Education.

Fire starters



Batteries explode when crushed.

Don't bin batteries. Take them to recycling centres or supermarkets.

herefordshire.gov.uk/rubbish-recycling

A charter full of foodies

Herefordshire Food Alliance (HFA) is thrilled that over 100 local food producers, retailers and organisations have now signed its charter.

Set up in 2022, the alliance is committed to sustainable food production. It aims to promote local and seasonal produce, reduce food waste and support sustainable food systems in the county.

Rebecca Tully, alliance coordinator and director of Kids Kitchen, says: "This charter is a celebration and a pledge to do more towards great local food in Herefordshire."

Supported by Herefordshire Council, HFA is part of a wider national network of sustainable food places. You can help spread the word on good food habits and find out more about the charter and sign up by visiting herefordshirefoodcharter.org.uk

Foster carers wanted

Could you provide a family home for children?

Herefordshire needs carers willing to foster children of all ages on a full and part time basis. We have a particular need for families who can foster siblings.

We don't ask for qualifications: your life experiences, your skills and qualities are what matter. We'll work with you to identify transferable skills and offer training and support. With no upper age limit, anyone who's healthy and can meet the needs of our children, can apply.

To find out more about becoming a foster carer please call the team on 01432 383 240 or email: fostering@herefordshire.gov.uk

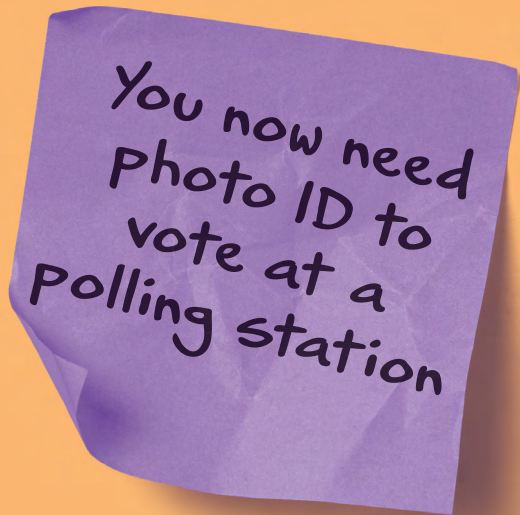
Make a difference



Do you want to make a difference to people's lives every day?

Then an adult social care role may be just what you're looking for. Whatever your skills and experience, there are plenty of career choices available. Visit herefordshirecares.co.uk for more information and find out what vacancies are currently available.

Local elections take place in Herefordshire on Thursday 4 May



At these elections, you will need to bring photo ID with you to be able to vote at a polling station

You can use any of the accepted forms of photo ID shown here on the right to be able to vote at a polling station, you will only need to show one form of ID but it must be the original version and not a photocopy.

You can still use your photo ID if it's out of date, as long as it looks like you. The name on your ID should be the same name you used to register to vote.

International travel
Passport

Driving and parking

- Driving licence
- Provisional driving licence
- Blue badge

Proof of age

Identity card containing the PASS mark (proof of age standards scheme)

Local travel

Certain concessionary travel cards (e.g. local bus pass)

Other government issued documents

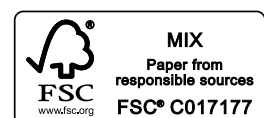
- Biometric immigration document
- Defence identity card
- National identity card issued by an EEA state

No ID? You can apply for free voter ID

Find out more at herefordshire.gov.uk/voterID OR phone our helpline on 01432 260107



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