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## HEREFORDSHIRE NOW

The residents' magazine from Herefordshire Council

April 2025

FREE AND ONLINE



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 **Herefordshire  
Council**

# WOW, what an event!



**“We had such a fantastic day today. Thank you to everyone involved”**

We were delighted to welcome more than 500 people to our free Talk Community Big Family WOW event during February half-term.

Families were spoilt for choice with martial arts, dance, cheerleading, circus skills, power bikes, fitness sessions, drumming, yoga, crafts, ceramics, WildPlay, caving, slime-making, face painting ... and much much more on offer!

There were also opportunities to learn about healthy food, wellbeing support and local services.



**“What an amazing event!.. I loved trying everything out”**

**Don't want to miss out?** Look out for future Family WOW events happening across the county. Keep up-to-date by following the Talk Community Facebook page, or call 01432 260027.



Visit [www.talkcommunity.co.uk](http://www.talkcommunity.co.uk)

You can get in touch via [herefordshirenow@herefordshire.gov.uk](mailto:herefordshirenow@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 [www.herefordshire.gov.uk/council/herefordshire-now](http://www.herefordshire.gov.uk/council/herefordshire-now) All details correct at time of print.

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# Employment and training advice? YEH!



One of the first young people to join the hub, Ethan, cut the ribbon during the opening ceremony

## A new hub offering employment and training information and advice to young people has officially opened.

Herefordshire Youth Employment Hub YEH! aims to upskill, enable and empower young people aged 16-24, building their confidence and experience.

Working in partnership with further education providers, employers, schools and community partners, YEH! offers support and advice on education, training, apprenticeships, volunteering and work opportunities.

Staff help young people to find the programme that is right for them and support them through that journey, so they are more prepared for employment.

The Herefordshire Youth Employment Hub YEH! is a partnership between Herefordshire Council and the Department for Work and Pensions, and is based at 57-59 Blueschool Street, Hereford.

In addition to the hub, a new website has been launched, offering young people 24/7 access to a wide range of career and employment information and advice.

[www.herefordshire.gov.uk/hfdsyeh](http://www.herefordshire.gov.uk/hfdsyeh)



Ethan was one of the first young people to join the Youth Employment Hub.

Ethan already had experience as a sports coach and was keen to pursue this as a career. The YEH! team helped Ethan update his CV and encouraged him to apply for an apprenticeship. Following a successful application process he secured an apprenticeship with Activate Sports Education.

Read more about YEH! and Ethan's story at [www.herefordshire.gov.uk/hfdsyehnews](http://www.herefordshire.gov.uk/hfdsyehnews)



## Welcome

It was good to see hundreds of children getting active at our Big Family WOW event in February. I had a thoroughly enjoyable time when I joined local families as they had fun trying out new activities. There are some great photos from the day on the opposite page, along with details of how you can find out more about similar events in the future.

With Spring in the air, now's a good time to enjoy all that the beautiful Herefordshire countryside has to offer. There's a tremendous range of walking activities readily available on our doorstep. You can find out more on page 6.

Every household will have recently received a letter with details of their council tax for the coming year. The council tax you pay helps fund vital local services including rubbish and recycling collections, libraries and road repairs. To find out how your council tax is spent, please see page 8.

An exciting transformation of our museum service is currently underway. As well as a new look, more importantly we're introducing a new programme of activities with lots of opportunities for people interested in the history and heritage of Herefordshire to get involved.

Permission has also been given for work to start on the new Hereford library and learning centre at the Shirehall, breathing new life into this heritage building. You can find out more about both of these terrific developments on page 7.

*Paul*

Paul Walker, Chief Executive, Herefordshire Council

# SENDIASS support

SENDIASS is the Special Educational Needs and Disabilities Information, Advice and Support Service, providing free, impartial information, advice and support on all matters relating to children and young people (aged 0-25) who have or may have Special Educational Needs or Disabilities (SEND).

Michelle Young is an Advisor at SENDIASS. She joined the service a year ago with a passion for supporting Herefordshire families:

**What is your role?** I'm a SENDIASS advisor. My role at SENDIASS is to explain local SEND processes and pathways and help parents and carers understand their rights and responsibilities. We give families the information they need to make informed decisions about their child's education, health, social care and community support. To help me do my job, I have completed SEND legal training run by the Independent Provider of Special Education Advice (IPSEA).

**How do you support families?** Alongside other SENDIASS Advisors, I manage our helpline, providing advice and support to parents and carers over the phone or via email. I can also support families at meetings about their child's support. Where necessary, we support families through the mediation and tribunal process. We understand that families are



SEND  
Information, Advice  
Support Service  
Herefordshire & Worcestershire

Free impartial information, advice and support on matters relating to children and young people with special educational needs and/or disabilities (SEND).



Information, Advice  
and Support Service  
Herefordshire &  
Worcestershire

on a SEND journey. They may need an answer to a question or ongoing support. They may need to contact us at different points throughout their child's education.

**What do you enjoy most about your role?** What I enjoy most in my role as a SENDIASS advisor is getting to support Herefordshire families who are trying to navigate the SEND system. I am a SEND parent myself, and I know how confusing the system seems and how hard it can be to find the right support. It means a lot to me that I can use my experience and training to make things easier for others.

Parents often feel that they are not heard. It's an important part of my role to encourage parents to find their voice and be able to advocate for their children.

**What are your hopes for SENDIASS in the future?** My hope is that all families in Herefordshire are aware of the service and how to contact us, so that everyone has access to the right information, advice and support when they need it.

**How can people contact SENDIASS?** They can call our helpline on 01432 260955 Monday-Friday 8.30am-4pm. We also have a 24-hour answerphone service so people can leave a message, and we will get back to them.

Or, they can email [sendiass@herefordshire.gov.uk](mailto:sendiass@herefordshire.gov.uk)

We also have a website with lots of useful information and resources [www.hwsendiass.co.uk](http://www.hwsendiass.co.uk)

## What is the Local Offer?



Herefordshire has an online directory where families can find out about the support, services and information available for children and young people with special educational needs and disabilities (SEND). This is known as the 'Local Offer'. The Local Offer provides information about:

- Education, health and social care services from birth to 25 years of age

- Eligibility criteria to access specialist support services
- Support arrangements
- Health and wellbeing services
- Leisure activities and support groups
- Neurodivergence support
- How to request an Education, Health and Care Needs Assessment

Some of the information has been co-produced with parents and carers of children and young

people with SEND to ensure the information is helpful to families.

If you need help to find specific information, please email our team for support [localoffer@herefordshire.gov.uk](mailto:localoffer@herefordshire.gov.uk)

To find out more about the Herefordshire's Local Offer visit [www.herefordshire.gov.uk/localoffer](http://www.herefordshire.gov.uk/localoffer)

# Why I work in social care



Kerry joined Herefordshire Council a few months ago as a Social Work Manager.

Kerry explains: "My own childhood experiences of the care system led me to a career in children's social care. I have a deep connection to social work and I really enjoy helping children and young people to navigate the challenges I faced when I was growing up.

"I was attracted to work in Herefordshire by the potential for career growth and I'm fortunate that in my role I can help to improve the lives of children and young people in the county.

"Receiving positive feedback and recognition for my work really motivates me. Knowing that I'm doing a good job for local children and their families gives me a real sense of job satisfaction.

"I'm proud of my team - they work really hard to support children and families. They're also very friendly and this helps to create a welcoming and happy workplace.

"To anyone thinking about joining Herefordshire Council, I would say - absolutely go for it! The team members are incredibly supportive, and there's a strong emphasis on safe practices and ensuring your safety as a social worker. The support from senior management is excellent."

For more reasons to join Herefordshire Council see [www.spiritofherefordshire.com/children-young-people](http://www.spiritofherefordshire.com/children-young-people)



Are you ready for a rewarding journey?  
Step aboard and join us.

We're working hard to provide the best services possible and we're looking for individuals who share our passion to make a real difference to the lives of children and their families.

You can have a genuine impact on the local community while experiencing personal growth, continuous support, and the opportunity to see where this journey can take your career.

If you're an experienced social worker, newly qualified or returning to practice, we would love to hear from you. Take the first step today and join us on our journey to a brighter future!

Visit [www.spiritofherefordshire.com/children-young-people/](http://www.spiritofherefordshire.com/children-young-people/)



Watch our new recruitment video here:  
[www.youtube.com/watch?v=FSjU-FV5uic](https://www.youtube.com/watch?v=FSjU-FV5uic)

## Protecting your child's health



Dr Erica Sibley, GP partner and Joint Clinical Director of Hereford Medical Group, says: "Your child's health is your top priority and so protecting them from serious disease is incredibly important. This is why the NHS offers a free childhood vaccine programme to safeguard your child from certain illnesses.

"Vaccines work by causing the body's immune system to remember the specific infection targeted in each vaccine. If your child comes into contact with an infection and they have had their vaccines, your child's body will recognise that infection and quickly respond to fight off diseases like measles, mumps,



rubella, whooping cough and more."

Speak to your GP practice if you have any questions about vaccine safety, effectiveness and your child's vaccination schedule.

Please visit the NHS website to find out more. [www.nhs.uk/childhoodvaccinations](http://www.nhs.uk/childhoodvaccinations)

# Walk this May



Walking is one of the easiest ways to improve your health and wellbeing. And there's no better time to explore the great outdoors than spring when the days become longer and warmer and the natural environment explodes with renewed colour.

Whether you prefer to wander around Hereford city, market towns or more rural environments there's plenty of choice for walks in our beautiful county.

There's around 1,873 miles (3,015km) of footpaths to explore in Herefordshire, from short, signposted, circular walking routes, to longer distance walks and trails. There are also easy access 'miles without stiles' routes for people with mobility issues.

To find out more about walks and for details of walking clubs and groups, see the council website: [www.herefordshire.gov.uk/Herefordshirewalking](http://www.herefordshire.gov.uk/Herefordshirewalking)

If you'd like to walk but don't know where to go, are nervous about getting lost or don't have anyone to go with, why not join one of the Ramblers Wellbeing Walks.

There are weekly walks from Ledbury, Leominster, Kingstone, Bromyard, Colwall and the Newton Farm area of Hereford. There is no charge to take part and no need to pre-register.

For more information, search 'Herefordshire' at [www.ramblers.org.uk/go-walking/wellbeing-walks/](http://www.ramblers.org.uk/go-walking/wellbeing-walks/).

Look out for details of our 'Walk this May' challenge!

Taking place throughout May, we'll be encouraging residents to take part in a county-wide challenge.

Further details will be announced soon – so get your walking shoes prepped and ready to Walk this May!

We're looking for volunteers to lead walks in their local area. Full training will be provided through Ramblers Wellbeing Walks. If you're interested, please contact the Healthy Lifestyle team at Talk Community by phone on 01432 383567 or email [HLTS@herefordshire.gov.uk](mailto:HLTS@herefordshire.gov.uk)

# Investing in Public Rights of Way



Maintaining the Public Rights of Way (PROW) network is important so that residents and visitors can access and enjoy the countryside.

Last year, Herefordshire Council provided £250,000 to Parish and Town Councils across the county to improve PROW in their area.

The scheme was so successful that a further £250,000 will

be invested during 2025. This additional funding will help local communities to improve sections of their local PROW network which, for various reasons, may have become inaccessible to some users.

Paths and bridleways will be made more accessible with new stiles, bridges, gates and fingerposts. For more information visit [www.herefordshire.gov.uk/prow](http://www.herefordshire.gov.uk/prow)

## Our Museums & Galleries have something for everyone this spring.

We've a fantastic range of activities for anyone interested in the history and heritage of Herefordshire.



# HEREFORDSHIRE MUSEUMS & GALLERIES

## Hereford's museums reimagined

From opportunities to interact with the Herefordshire Hoard to sessions where you can gain greater understanding of many of the exhibits in the museum, we promise you will leave feeling energised and inspired.

There are many ways for families to get involved throughout the year and special 'hands on' themed events to keep everyone entertained.

Pick up a copy of our What's On guide from the Old House, Hereford, History Store, libraries, and tourist information centres. [www.herefordshire.gov.uk/historyliveshere](http://www.herefordshire.gov.uk/historyliveshere)

Thanks to a UK Shared Prosperity Fund grant, Herefordshire's museums have been revitalised, making history more engaging than ever.

The Old House, Hereford (formerly the Black and White House Museum) now features new interactive activities and signage, while the Museum Resource and Learning Centre has been renamed History Store to better reflect its role as a treasure trove of local heritage.

Come and explore these exciting changes for yourself-step inside and discover history brought to life!

## Green light for Library transformation



Permission has been given for the refurbishment of Hereford's Shirehall.

This means that we can now begin to develop a new state-of-the-art community space and permanent home for Hereford's public Library and new Learning Centre.

The design will be modern and vibrant whilst ensuring this important heritage building is preserved for future generations. There will be plenty of space to relax, read or browse the collection and plenty of opportunities for you to get involved with community events and activities.

There's lots of work to do before the library opens to the public in the autumn of 2026. But this is a great first step and we look forward to sharing developments as we progress. For progress updates see [www.herefordshire.gov.uk/library-development](http://www.herefordshire.gov.uk/library-development)

# A guide to your council tax

The council tax you pay helps fund vital local services such as children's services, rubbish and recycling collection, libraries and road repair.

Herefordshire Council's budget is funded by a combination of money from central government, council tax, local business rates, government grants and charging for some council services.

Around 70% of Herefordshire Council's main income is from council tax.

Like many other councils across the country, Herefordshire

Council has seen a reduction in the money it will receive from central government this year. This reduction is at a time when there is an increasing demand for services, including child and adult care services, and an increase in the cost of providing them.

This is why the difficult decision has been made to increase council tax this year, to support the continued delivery of services.

From April 2025, council tax is increasing by 4.99%. Of this, 2.99% goes towards paying for the services we all use and to keep investing in our communities, with

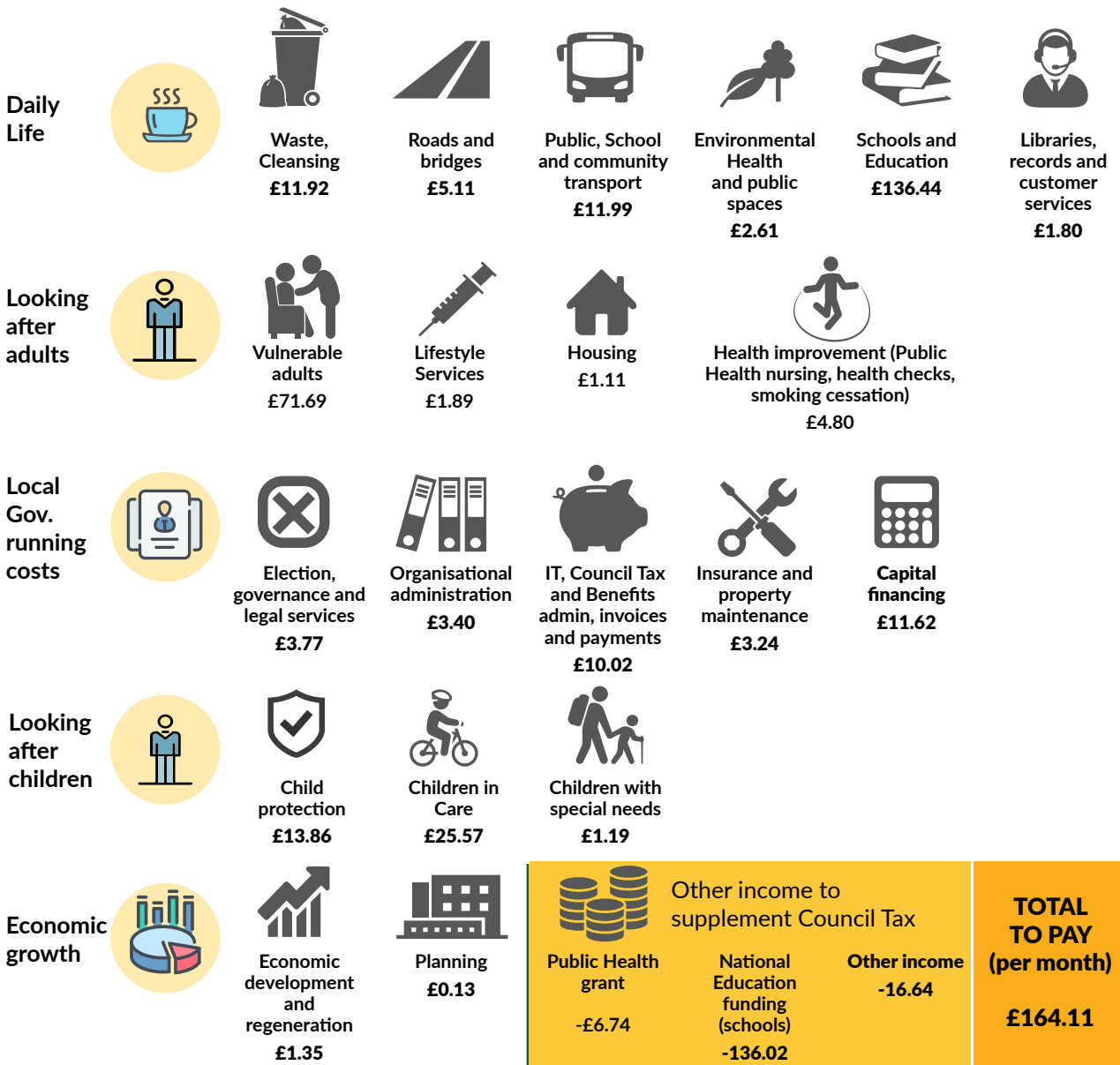
the other 2% to be spent on adult social care services.

An average band D property will now pay council tax at £2,449.17. This includes the council's own council tax charge (£1,969.36) plus the charges set by each parish council, the Police and Crime Commissioner for West Mercia and Hereford & Worcester Fire Authority.

Each property will receive an individual council tax bill based on their property band and parish council area.

## How your council tax is spent

Our priority is to get the best possible value for every pound we spend on the people of Herefordshire.





# Help to pay your council tax

We know that the increase in council tax may be difficult for some local households.



If you are struggling to pay your council tax you may be eligible for money off your bill or pay nothing in certain circumstances. The amount you may be able to claim will depend on your financial situation.

Some residents will continue to pay no council tax at all, such as young adults who have left care and the council's foster care families.

If you are on a low income you may be able to get help to pay your bill through the council tax reduction scheme. Or, there is also assistance available from the discretionary hardship fund.

You may be eligible for a council tax discount. Available discounts include:

- Single person discount
- Disabled person reduction
- Carer or care worker discount
- Student discount or exemption
- Apprentice discount
- Patient in care home or hospital discount or exemption

There are other discounts available.

More information on council tax discounts and reduction schemes can be found on the council website at [www.herefordshire.gov.uk/counciltax](http://www.herefordshire.gov.uk/counciltax)

## Save time and go online

Many council tax queries can be sorted online. By registering to access council tax online you can access your bill anytime, view your payment history and any due payments, set up direct debit payments and apply for discounts or an exemption - and all of your paperwork is kept online in one place.

You can also let us know if you've moved address or about any change in your circumstances.

[www.herefordshire.gov.uk/counciltax](http://www.herefordshire.gov.uk/counciltax)



Herefordshire Council's website provides a number of services you can access from the comfort of your own home, including:

- Manage your Council Tax
- Manage Housing Benefit
- Information on road closures
- Receive the latest news
- Find local events
- Order or renew a library book
- View planning applications
- Sign up for school closure and transport alerts
- View our vacancies
- Advice on social care
- See the latest consultations

### Report a problem including:

- Missed bin collection
- Potholes
- Flytipping
- Litter problems
- Faulty street light

Visit [www.herefordshire.gov.uk](http://www.herefordshire.gov.uk)

# Shared Lives - Making a difference

Shared Lives offers support for adults with a wide range of needs to live or stay safely in a welcoming home environment.

Approved Shared Lives carers share their homes, family lives and local community connections with individuals carefully matched to them. It's a rewarding role that goes beyond care to provide a safe home and companionship to enable individuals to be more independent.

## George's Story

George had been fostered with Rod and Marie for about 12 years and was considered very much part of their family. At 18, he took the time to explore the choices available to him as an adult. He visited alternative options for accommodation before deciding that he wanted to stay with Rod and Marie.

Rod and Marie had to complete an application process to become Shared Lives carers. They found it to be a smooth process and say the Shared Lives team were easy to contact, knowledgeable and supportive.

The couple say the biggest change is to remember that George is now an adult. As such, he can make his own choices, even when they may appear unwise. Rod and Marie's role as Shared Lives carers is to support George to make his own decisions. One example of this was when George was choosing which college to go to after school. They helped George to draw up a list of pros and cons for the options he had in mind, and he is now happily settled into his chosen setting.

Thanks to Rod and Marie's support, George uses public transport to get to and from college. He has a mobile phone so he can confidently get in touch with the couple if he needs to and he makes decisions about how to spend his free time. His finances



are managed by the Court of Protection.

## George says:

"Since I've been in Shared Lives for over two years, I have lots of choices about what to do with my money..... Now I have gained independence I go to a local pub for a treat, I sometimes go to a gym, I also stay at another shared house for respite."

Sometimes life can be tricky for George, but Rod and Marie have been supported with referrals to professional services and the advice that they and George need.

## Rod and Marie say:

"We have been very happy with the ongoing help from our Shared Lives Coordinator and the training, which is online and face-to-face.

"When we were foster carers, we were very 'hands on', now we are 'hands off'. George does a lot of things for himself, but we are still here to give him advice and are constantly on standby to help and reassure him when he faces challenges."

For more information about how you can become a Shared Lives Carer, visit [www.herefordshire.gov.uk/sharedlives](http://www.herefordshire.gov.uk/sharedlives)

## Household Support Fund – for help with essentials

We understand that sometimes it can be difficult to make ends meet.

The Household Support Fund provides immediate financial support to low-income families who are struggling with costs for essentials. Through the fund, you can get help with your energy and water costs as well as other items such as food, clothing and hygiene products.

To apply for the fund, which is allocated through the Department for Work & Pensions and delivered through the council's Talk Community team, you must be:

- A Herefordshire resident over 16 years old, or a member

of the armed forces who can demonstrate a strong connection to Herefordshire

- A legal resident in the UK, not under immigration control
- A person (or household) experiencing financial hardship who can demonstrate the need for emergency support with essential living costs that cannot be met by other sources

Applications for support from the fund can be made online on the council website or by telephoning 01432 383838 Monday to Friday 9am-4pm.

[www.herefordshire.gov.uk/hsf-form](http://www.herefordshire.gov.uk/hsf-form)

# Could you foster?

Opening your home and giving your time, care and compassion can make a real difference to the life of a child or young person, and help create a brighter future for them.

We have a diverse community of foster carers from a range of different circumstances, backgrounds, relationship status, sexual orientation, working status, and faith. What unites everyone is a commitment to supporting children and young people in Herefordshire.

You could foster if:

- You are over 21
- You can offer a spare bedroom in stable accommodation
- You have some childcare experience
- You have a desire to make a difference and develop as a foster carer
- You have no child-related convictions

Each child enters care for a different reason. To meet their diverse needs and respect their backgrounds, we offer different types of fostering.

**Emergency fostering** - providing a home for a child removed from



their family suddenly, until longer-term plans are made or the child can return home.

**Respite fostering** - caring for a child for a short period to support them and their carers. Having this wider support network lets foster carers take a break and gives the child positive new experiences.

**Parent and child fostering** - providing support and guidance to parent(s) and their child(ren) to provide the parent with the skills to safely raise their child.

**Foster carers for unaccompanied asylum seeking children** - caring for a child facing safety concerns in their home country. The child may have specific cultural needs that carers must consider.

**Overnight short breaks foster carers** - providing planned sleepovers for children with complex physical and/or mental needs.

These breaks help the children to experience new things and give their family time to recharge.

**Supported lodgings** - providing a home for care-experienced young adults aged 18 to 25, and offering support and guidance to help the young people gain the skills needed for independent living.

**Kinship foster carers** - this is when a family member, friend or a connected person becomes a child's official foster carer and responsible for the child's day-to-day care.

Joining our fostering community gives you the chance to make a difference. You'll be joining a team of foster carers and staff who work hard every day to provide safe and loving homes that support children and young people.

To find out more visit our website: [www.herefordshire.gov.uk/fostering](http://www.herefordshire.gov.uk/fostering)

# Are you looking after somebody else's child?

If so, it could be a Private Fostering arrangement.

Private Fostering is when a child under 16 years old, or under 18 if they have a disability, lives with somebody who is not a close family member for 28 days or more.

These are often informal arrangements between the child's parents and private foster carers. For example, living with family friends or children living with host

families while studying abroad or at boarding school.

It's perfectly legal, but the council must be notified so that we can ensure the child/ren are safe and so we can support everyone involved.

We can support private foster carers with:

- Advice on benefits and possible funding for essential items
- Parenting support

- Help with reunifying families
- Signposting to external agencies

Whether you are a child being privately fostered, an adult supporting a child, or know of a private fostering arrangement, we want to hear from you so that we can provide the appropriate support.

Call 01432 260800, email [CYPD@herefordshire.gov.uk](mailto:CYPD@herefordshire.gov.uk) or visit [www.herefordshire.gov.uk/privatefostering](http://www.herefordshire.gov.uk/privatefostering) to notify us or find out more information.

# Driving road improvements

Motorists in Herefordshire will soon enjoy smoother, faster journeys as the council continues to invest in improving our county's roads.

We will be investing an additional £13.5 million into the county's highway network over the next year.

This will include £10 million for A & B roads and £3.5 million for C & U roads, for resurfacing and surface dressing.

This builds on the additional £8 million we invested in resurfacing last year.

Our approach to managing Herefordshire's highways is always to carry out the right treatment at the right time in the right location.

## What is surface dressing?

Surface dressing is an important part of our road maintenance programme and is used to prolong the life of roads across the county.



It involves applying a layer of bitumen binder to the existing road surface followed by a layer of stone chippings. The chippings are then rolled into the binder to create a durable and skid-resistant surface. This helps to seal the road surface, forming a waterproof layer and preventing potholes from forming.

Surface dressing is a preventative measure that is best used before the road condition deteriorates significantly and to keep the road in a good condition for longer. It can prolong the life of a road for 10-15 years.

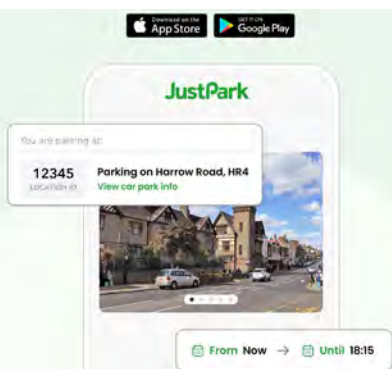
## What is resurfacing?

Resurfacing is used on roads that are near the end of their life or where there may be structural issues.

The existing road surface is completely removed, work is carried out to the structural layers of the road and a new road surface is laid.

Although more costly than surface dressing, resurfacing can extend the life of a road for 15-25 years. [www.herefordshire.gov.uk/roadinvestment](http://www.herefordshire.gov.uk/roadinvestment)

## JustPark



## Use JustPark to pay online for parking.

You can use it instead of cash or card payment in all Herefordshire Council public car parks and our on-street pay and display parking in Hereford.

The JustPark app is available to download free, from iOS and Android app stores.

## New on-street chargepoints for EVs

Herefordshire residents will soon find it easier than ever to charge their electric vehicles close to home thanks to £1.124 million government funding.

The investment will help to deliver more on-street chargepoints, making it easier for those without a driveway to make the switch to an electric vehicle.

It will also improve the ease of travel and charging for all EV users in the county.

The funding is the result of a joint bid to government made by thirteen local authorities in collaboration with transport body Midlands Connect.



Investment across the region will total £40.8 million and it is projected to deliver more than 16,000 new charge points across the thirteen local authority areas.

For more information on the EV infrastructure network in Herefordshire please visit [www.herefordshire.gov.uk/evcpoints](http://www.herefordshire.gov.uk/evcpoints)

# Committed to the fight against flooding



Herefordshire will soon have greater resource to tackle flooding, thanks to an additional £2 million investment over the next two years to improve the county's flood resilience.

Flooding is increasingly a major issue and brings with it significant consequences. Besides the huge emotional distress, flooding impacts roads and public assets, brings difficulties for our emergency services, and hits

public services such as schools, as well as our local economy.

The extra £2 million will be invested in measures including additional community flood support and local flood resilience schemes, building on the already existing drainage grants that help to provide local solutions.

We are also developing a flooding strategy which will set out how we can work better together

with local communities, public and voluntary sector bodies, and central government to help prevent flooding and respond when needed.

For more information on flooding including how to prepare and flood maps see: [www.herefordshire.gov.uk/flooding](http://www.herefordshire.gov.uk/flooding)




## Use the right service



**NHS App**

Repeat prescriptions. GP test results. View health records. Find information & advice.



**GP advice**

Persistent symptoms. Chronic pain. Long-term conditions.



**NHS 111**

Feeling unwell? Need medical advice? No GP to call?



**Minor Injuries**

Breaks and sprains. Minor burns and wound infections. Cuts and grazes.



**Pharmacy**

Minor ailments. Bites and stings. Upset stomach. Medication advice.



**A&E or 999**

Choking. Severe chest pain. Breathing difficulties. Blood loss. Stroke. Sepsis.

Want to learn more about services in your area?  
Visit [www.hwics.org.uk/our-services](http://www.hwics.org.uk/our-services)



# Need help with day-to-day activities? Visit the TEC Virtual House!

An innovative new service has been launched on the council's website to showcase the wide range of assistive technologies that are available to help you around your home.

The 'TEC Virtual House' is a fully interactive and user-friendly version of a real home. The platform has been designed with accessibility in mind, meaning that individuals with a wide range of needs can easily navigate and interact with it. This includes voice commands, screen readers, and customisable display settings.

You decide which room(s) to explore to find out more about the devices and living aids that are available and could make your life easier. For example, in the virtual kitchen you can



explore adaptive cooking tools, in the living room you might be interested in communication aids or entertainment devices whereas in the bathroom you may want to look at what's available to help you with washing and bathing.

The TEC Virtual House also includes educational resources, such as tutorials, user guides and video demonstrations.

You can create your own personal profile, which will allow the platform to make recommendations that are tailored to your particular needs.

So, if you are looking for support for you or a family member with daily activities around the house, why not head online now.

Visit [www.herefordshire.gov.uk/hcvh](http://www.herefordshire.gov.uk/hcvh) to find out more.

## Contacting a local councillor

Is there an issue in your community?

Would you like to speak to your councillor or a cabinet member?

Feel free to get in touch:  
[www.herefordshire.gov.uk/councillor-contacts](http://www.herefordshire.gov.uk/councillor-contacts)  
or call: 01432 260000

To find out more about how we're *delivering the best for Herefordshire in everything we do* see our council plan:  
[www.herefordshire.gov.uk/councilplan](http://www.herefordshire.gov.uk/councilplan)



### Cabinet members:

#### Leader, corporate strategy and budget:

Councillor Jonathan Lester

#### Adults, health and wellbeing:

Councillor Carole Gandy

#### Children and young people:

Councillor Ivan Powell

#### Community services and assets:

Councillor Harry Bramer

#### Economy and growth:

Councillor Graham Biggs

#### Environment:

Councillor Elissa Swinglehurst

#### Finance and corporate services:

Councillor Pete Stoddart

#### Roads and regulatory services:

Councillor Barry Durkin

#### Transport and infrastructure:

Councillor Philip Price

# Registration Service appointments can now be booked online

It's now quicker and easier to register a birth, give notice of marriage, or to book a registrar for a wedding thanks to a new online booking system.

Appointments to visit the Registration Service must be booked in advance so that all the correct paperwork can be prepared. The new online booking system allows users to see what appointments are available, and to pay any fees in advance making the appointment quicker.

Elena Maos explains how the new system has improved the experience of everyone who uses the Registration Service: "Before the online booking system was introduced it could be difficult

for people to get through to us by telephone at busy times. Now people can go onto the system at any time to see what appointments are available and pick their preferred day and time.

"Since offering the ability to book appointments online, the time we need to spend doing this manually has reduced, which means we now have more time to spend with people who need our support.

"Our service deals not only with births, deaths, marriages and civil partnerships but also citizenship ceremonies. People come into contact with the service at some of the most stressful times of their life, so they often forget paperwork and don't take in all



that they're reading. The team are here to help and guide users through whichever booking they need to make."

The Registration Service is based at 8 St Owen Street in Hereford.

Information about how to book and what you will need to bring to your appointment is available on the council website [www.herefordshire.gov.uk/births-deaths-marriages](http://www.herefordshire.gov.uk/births-deaths-marriages)

Appointments can also be made over the telephone: 01432 260565

# Getting Planning advice is now easier than ever

Local people can get access to Planning advice more easily than ever before thanks to the council's new Planning Advice Service.

The new service is part of the ongoing transformation of the Planning and Building Control Service, which is based on extensive feedback from users.

The new service is designed to provide the best possible experience, offering faster, comprehensive answers to your planning-related questions. It now offers:

- **Links and free guidance** - for common questions collected in one place on our website.
- **Simplified process** - our digital form allows you to easily select the service you need, such as

the common question 'Do I require planning permission?'

- **Faster responses** - timely replies with set timeframes for many common planning queries.
- **'Ask a planning Officer'** - for when you need input from a planning officer.
- **'Help I don't know what I need'** - for when you are uncertain if your query is planning related.
- **Advice from our duty planning officer** (this service will incur a small fee.)

Visit: [www.herefordshire.gov.uk/planning-advice](http://www.herefordshire.gov.uk/planning-advice) to find out more or scan the QR code!



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[www.herefordshire.gov.uk/bincollection](http://www.herefordshire.gov.uk/bincollection) to find out more



## Everyone deserves to feel safe at work



No Excuse for Abuse is a campaign calling for respect towards frontline workers

*If you see it, report it. please call 101.*

“It’s my job as a Parking Enforcement Officer to check carparks in my area. It’s not to be abused while doing it”

SEE IT, REPORT IT



NO EXCUSE FOR ABUSE

Call 101 to report abuse



If you would like help to understand this document, or would like it in another format or language, please email: [herefordshirenow@herefordshire.gov.uk](mailto:herefordshirenow@herefordshire.gov.uk)