

view

Stratford

Summer 2018

Hidden gems across the district

Do you #RecycleRight?

Community Safety News



Stylish age-exclusive apartments in Stratford-upon-Avon



McCarthy & Stone
— Retirement living to the full —



Artist Impression - Harvard Place

Live retirement to the full at Harvard Place

Retirement doesn't have to mean putting your feet up. But it should mean having freedom from time consuming or tiresome chores and the worry of maintaining a large house.

We understand that you want more from your retirement - more quality time to spend with the people you love and doing the things you want to do.

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Typical apartment

Enjoy your own **privately-owned apartment**, in our brand new development which offers*.

- ✓ **Exterior Maintenance** completely taken care of
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- ✓ **Beautiful gardens** lovingly maintained by us
- ✓ **On-site Restaurant** serving delicious food daily*
- ✓ **Great location** close to shops & amenities
- ✓ **24 hour call system** for your peace of mind

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Stratford-upon-Avon,
CV37 8GA

To find out more **Call 0800 153 3038**
Visit **mccarthyandstone.co.uk/harvard-place**



The editorial content of Stratford View is produced by Corporate Communications at Stratford-on-Avon District Council.

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www.stratford.gov.uk

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[@StratfordDC](https://twitter.com/StratfordDC)

Here to help

If you find the text in this magazine difficult to read we can supply it in a format better suited to your needs. We try to write everything in plain English and want to make sure that everyone has access to the information they need.

Tel: 01789 260105
Email: corporate.communications@stratford-dc.gov.uk

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Front cover image:
The Guild Hall Gardens in Henley-in-Arden

Photographs by Stuart Purfield

Stratford View



Welcome to the summer issue of Stratford-on-Avon District Council's magazine, Stratford View. This magazine is produced twice a year to keep you informed about Your District Council services. The cost of producing the magazine has been covered by advertising income and only a small amount of money has been spent on distribution. We are always keen to receive ideas for content in future issues and receive feedback on the magazine, contact us at corporate.communications@stratford-dc.gov.uk

Sign up for My District...

Your online customer account portal
Make life easier

www.stratford.gov.uk/mydistrict

With My District you can:

- access and use council services 24/7
- find useful information about your local area, including bin collections and nearest GP surgery
- tell us about any problems in your area
- pay for services
- keep up-to-date about what's going on in your area



New Councillor Code of Conduct

Your District Council adopted a new councillor code of conduct on 1 May 2018.

Designed to make the rules of conduct clearer and more concise, the new code also sees minor amendments to what is required to be disclosed as a personal interest. The code is accompanied by guidance - the purpose of which is to help councillors apply the rules in practice.

There is also a social media policy and a policy explaining the limits of using council resources.

Training sessions relating to the new code took place in late March and early April. This was to ensure Your District Council members were fully aware of the new rules before they came into operation. The sessions were recorded on YouTube so newly-appointed or elected members or those who need refresher training can receive this.

Some (but not all) town and parish councils in the district have signed up to Your District Council's code and received training.

Whichever code of conduct is adopted by a town or parish council in the district, Your District Council's Monitoring Officer will be required by law to receive and deal with complaints about the behaviour of individual town or parish councillors.

The complaints procedure, the complaint form and the sanctions available for those who are found to have breached them have not changed.



Promoting responsible dog ownership

Your District Council has designed a new role focusing on dog enforcement with an emphasis on dog owners' behaviour.

Where appropriate, this may involve enforcement of legislation but it will also include educating people about their legal responsibilities as a dog owner.

Among the Officer's other responsibilities are:

- Collection of stray dogs
- Promoting responsible dog ownership
- Liaison with other council departments and outside agencies in relation to dogs.
- Dog fouling issues
- Barking dogs

For advice or to make a complaint, call Your District Council on 01789 267575 or email info@stratford-dc.gov.uk

Syrian refugees - can you help?

Properties are needed for families settling in Stratford-upon-Avon through the Syrian Vulnerable Persons Relocation Scheme.

- Funding available to cover up to two months' void period before occupation.
- All sizes of property considered, but they must be self-contained.
- Families will have documentation confirming permission to reside in the UK for 5 years.
- Landlords and tenants will receive support and advice during the tenancy.

Please contact Your District Council on:
01789 260112 or
email socialinclusion@stratford-dc.gov.uk





Safe as Houses?

This year brings a range of new legislation that seeks to help tenants receive a fair deal.

The majority of landlords in the area provide excellent accommodation – but this is not always the case.

Where standards are poor – the Council has the power to act.

Do you have a shared house?

From 1 October, ANY accommodation where five or more unrelated people share facilities will HAVE to be licenced to meet current standards. Advice on what is needed is available on the Council’s website. The fine for not having a licence can be up to £30,000.

Where three or more people share facilities in their accommodation – then they should still expect certain protections. These are unlicensed HMOs – but the Council can still insist on certain safety measures being in place.

To back up these measures, other legislation will allow tenants or the local authority to claim back rent if the landlord has been letting the process out against required legal standards.

Can YOU “Spot the Difference”?



The answer is £1000!

If there are insufficient smoke alarms in a rental property, then the landlord can be fined £1,000.

A rental property should also have a carbon monoxide detector.

Energy Efficiency Rating		Current	Potential
Very energy efficient - lower running costs			
(92 plus) A			
(81 - 91) B			
(69 - 80) C			
(55 - 68) D			
(39 - 54) E		Current	Potential
(21 - 38) F			46
(1 - 20) G		14	
Not energy efficient - higher running costs			
England & Wales		EU Directive 2002/91/EC	

Do you have the energy?

The minimum energy performance rating for a rental property is Band E. If you have a property that is band F or G – then this cannot be let to new tenants. From 2020 – ALL tenancies must be in a property that is Band E or higher.

**For information and help contact
Private Sector Housing
Stratford-on-Avon
District Council**

01789 260848

PSHT@stratford-dc.gov.uk

www.stratford.gov.uk

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www.greenspaceconservatories.co.uk



*Orders placed by end of Sept 18. Applies to orders over 8 panels. Smaller orders receive calculated discount. Not valid for use with any other offer.

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- Fun and challenging learning environment
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Open Evening
Thursday 8th
November at
6:00pm

This forward thinking school welcomes children from all backgrounds and denominations.

Breakfast and after school care available from neighbouring Old School Nursery.

Tel: 01789 762444 www.coughtonschool.org

Coughton CE Primary School, Coughton Lane, Alcester, B49 5HN

Henley-in-Arden CE Primary School

Give your children the best start in life by enrolling them at Henley-in-Arden CE Primary School:

- A small friendly village school with excellent and inspiring teachers, we develop each child to their full potential.
- We ensure that all children feel valued and have a sense of belonging to a family within the school.
- The school has a caring environment where children can develop their self-esteem and resilience, equipping them with the skills to succeed.

Choosing the right school for your child is one of the most important decisions that you will make so please visit us or feel free to contact the school for more information. Breakfast and after school care is available.



Tel: 01564 792766 www.henleyinardenprimary.org.uk

Henley-in-Arden Church of England Primary School, Arden Road, B95 5FT



Support for parents, babies, children and young people aged 0-19 years (25 SEND) and their families. We have 3 Children and Family Centres and outreach venues across the Stratford-Upon-Avon District.

We offer 1-1 counselling for parents, in addition to a range of opportunities which include:

- Baby Play
- Play and Stay
- Baby massage
- Mental health workshops
- Parenting workshops and courses
- Speech and Language groups

We also welcome volunteers, who support us in many ways; in our centres, as Counsellors and Parent Mentors



To find out more please contact us

01789 490845

www.parentingproject.org.uk

Email: headoffice@parentingproject.org.uk

Help people to regain their independence

Joining Warwickshire County Council as a Reablement Assistant means great pay, a great pension, flexible hours and excellent progression.

As a Reablement Assistant you will support people who have had a hospital admission and have now returned home, or someone who has had a fall at home to regain the skills of independent living. You will help that person to become as independent as possible, to remain in their home and to maximise their ability to support themselves. You will meet with a variety of people from all walks of life, helping each of them work through their individual support plan.

Applicants must be able to drive. Travel expenses are covered and we also provide an enhanced rate for weekend working and bank holidays.



For more info please visit:

www.warwickshire.gov.uk/reablementassistants

www.youtube.com/watch?v=SQ_F3XsDHmQ





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 www.facebook.com/quintonhousenursinghome

WWW.QUINTONHOUSE.NET

As recommended on www.carehome.co.uk

Main Road, Lower Quinton, Stratford-upon-Avon, Warwickshire, CV37 8RY





CATs across the district

Contacting Your District Council has never been easier thanks to its new Customer Access Terminals (CATs).

Previously, customers would have needed to travel to the main Council offices or one of the three area offices. Unfortunately, due to the recent economic difficulties, the area offices were closed.

In spite of this, there was still a desire for Your District Council to provide an access channel, as well as expanding its presence further and ensuring face-to-face contact remained an option for those in the remotest parts of the district. It was felt technology should be used to achieve this without needing to travel.

The challenge was to deliver an easy-to-use communications system in a face-to-face environment with customer services advisors from a remote site. And users needed to be able to access the system without necessarily understanding the underlying technology.

It was also important for customers to send documents securely while maintaining confidentiality and security at all times.

Customer Access Terminals have been used to develop this concept.



Using the CATs, customers can talk one-to-one with a customer service advisor at Your District Council's headquarters in Stratford-upon-Avon.

Each terminal is equipped with scanners and webcams. The scanner allows customers to easily show documents to Your District Council's advisors and the webcams allow customers to have a more personalised service by interacting face-to-face.

Your District Council currently has CATs at:

- Globe House in **Alcester**
- **Bidford-on-Avon** Parish Council office
- **Henley-in-Arden** Methodist Church
- **Shipston-on-Stour** Town Council Office
- **Southam** Library & Information Centre
- **Studley** Village Hall
- **Tysoe** Children's Group at The Old Fire Station
- **Wellesbourne** Parish Council Office

Opening times vary, so please check Your District Council's website for further details here: www.stratford.gov.uk/council-democracy/customer-access-terminals.cfm

Are you getting the most out of your bins?

Your District Council is working to minimise the amount of waste going to landfill and focus on what you can reduce, reuse, recycle and compost.

A recent survey showed 53% of the contents of a grey bin from households in Stratford district could have been recycled.

Most favoured option

Reduce

lowering the amount of waste produced

Reuse

using materials repeatedly

Recycle

using materials to make new products

Recovery

recovering energy from waste

Landfill

safe disposal of waste to landfill

Least favoured option



#RecycleRight

Every day Your District Council posts hints and tips on Facebook and Twitter as part of its ongoing #RecycleRight campaign.

Follow Your District Council to learn more about how to reduce, reuse and recycle.



Contamination, the usual suspects!



- Food waste
- Nappies & pads
- Plastic bags & film
- Medical waste (Tablet packets, Pipettes etc)

Contamination can be caused by residual food being left in bottles, jars, tins and trays.

Please rinse out before putting them in your blue lidded bin.



We also collect textiles, small electrical items and household batteries. Please put them in a standard size carrier bag next to your bin on your normal collection day.

Please do not put any of these items in your blue lidded bin.

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We welcome new patients.
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- Diabetes
- Travel Health (inc Yellow Fever)
- Phlebotomy
- Well Person Health Check (40-74)
- Weight Loss Clinic
- Smoking Cessation
- Midwifery Service
- Patient Participation Group (get involved)

To register with us all you need is a medical card or a signed registration application form which can be obtained from the practice or can be downloaded from the website:

www.trinitycourtsurgery.nhs.uk

Stratford Healthcare,
Arden Street,
Stratford Upon Avon, CV37 6HJ
01789 292895
www.trinitycourtsurgery.nhs.uk



Trinity Court Surgery

Avon Pharmacy

Welcome to your local pharmacy which dispenses both NHS and private prescriptions.



Our aim is for you to get maximum benefit from your medicines.

Services Offered

- Repeat prescription collection and delivery service.
- Confidential help and advice
- Emergency supplies
- Review of your medications
- Medicines assessment and compliance.
- Support for people with disabilities.
- Emergency Contraception
- Stop Smoking support and advice
- Needle and syringe exchange
- Managed repeat prescriptions
- Electronic prescriptions
- Flu Vaccination

Opening Hours

Monday	07:00 - 23:00
Tuesday	07:00 - 23:00
Wednesday	07:00 - 23:00
Thursday	07:00 - 23:00
Friday	07:00 - 23:00
Saturday	09:00 - 19:00
Sunday	08:00 - 18:00

Stratford Healthcare, Arden St
Stratford Upon Avon CV37 6HJ
Telephone 01789 200920
Fax 01789 200922
Email info@avonpharm.co.uk
www.avonpharmacy.co.uk



Avon Pharmacy

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www.carpetwise.net



Meet your street cleansing crew

Our street cleansing crews are out and about in Stratford-upon-Avon town centre making sure it is always looking its best.

Whether they're litter picking, emptying bins, or sweeping the roads, feel free to say hello, ask for information or directions - they'll be happy to help.

Your District Council has four more crews completing daily cleansing on the high streets in:

- Alcester
- Bidford-on-Avon
- Henley-in-Arden
- Kington
- Southam
- Studley
- Wellesbourne

All other roads and streets within Stratford district are litter picked with varying frequencies - from weekly to every two months - while all kerbed roads are swept at least five times a year.

Keeping the district clean and tidy from rubbish is important; however, levels of fly tipping are on the rise with almost 300 fly tips being cleared by Your District Council last year.

If those responsible for fly tipping are caught, a fixed penalty notice of up to £400 can be issued or in the case where the matter is taken to court, the fine could be unlimited.

If you see anyone disposing of waste illegally please call Your District Council on 01789 260616 or visit the website www.stratford.gov.uk/flytipping to report it.

If you are organising an event to keep our district litter free, whether as a litter clean-up group, business, school or on your own, Your District Council can help, by loaning out litter



pick sticks and providing bags for the items you collect. There's also graffiti removal kits, which are available for loan free of charge. Contact 01789 260616 to see what we can provide.

Facts and Stats

- Your District Council's contractor Biffa empties more than 1,500 litter and dog waste bins each week; 30 of these are mixed recycling bins designed to help residents recycle when they're out and about

- During 2017, 643 tonnes of litter and 2,060 tonnes of sweeping matter were collected throughout the district



Community Safety News

Last year saw the largest increase in theft from (and of) vehicles in South Warwickshire for a number of years. Many of these thefts could have been avoided if valuables had not been left on display and if vehicles had been adequately secured.

- There are simple things you can do to protect your vehicle from being broken into.
- A large number of thefts from vehicles are opportunistic, so don't give thieves the opportunity.
- Never leave valuables on display in your vehicle.

Let's take a look through the eyes of a thief from the Warwickshire Automobile Thieves Society.

MINE.

**“It's not usually this easy
but you'd be surprised.”**

Catch up with the fortnightly column from Barry Smith, Chairman of Warwickshire Automobile Thieves Society.

This week we're talking **L.O.W.** – what we're looking for when we're looking at, and in, your cars: location, opportunity, and weight.

Location, location, loca...

Hotels and retail parks in Stratford on Avon. The best places in south Warwickshire to find careless car owners (CCOs).

Opportunity: it knocks, we grab.

A rolled down window, an unlocked car, a jacket in clear view and in reach. We rarely plan these things, so when we spot any of the above invitations we can't help ourselves.

Weight – light, preferably.

There's a reason we prefer to steal light weight items: they're easier to lift – literally – out and make off with on the sly...

- Laptops
- Jackets (and what's inside)
- Tablets
- Phones

They keep leaving 'em in the car – we keep taking them. Simple.



Shirley Horse and Pony Rescue

Butterfield Farm, Salter Street, Earlswood, B94 6BY. Open Day on Saturday 11 August from 1pm to 4pm. www.facebook.com/ShirleyHorseAndPonyRescue



Studley Heritage

Studley Village Hall, High Street, Studley, B80 7HJ
Point to Point: Studley's Needle Heritage - sharing the story of the bygone needle manufacturing industry in Studley.



Roman Alcester Heritage Museum

Globe House, Priory Road, Alcester, B49 5DZ
Roman Alcester is an exciting free-of-charge exhibition interpreting and displaying objects from Alcester's Roman past. For opening times please visit: sites.google.com/site/romanalcester2



The Heritage Centre

150 High Street, Henley-in-Arden, B95 5BS. Museum of the town's history from the Norman Conquest to the present day. For more information please visit: www.heritagehenley.org.uk



The Guild Hall and The Guild Hall Garden and Jubilee Garden

141-142 High Street, Henley-in-Arden, B95 5BD. Timber-framed building from 1448. For more information please visit: www.henleygh.co.uk



The Old Slaughterhouse

Sheep Street, Stratford-upon-Avon, CV37 6EE
The Old Slaughterhouse is the home of Heritage & Arts charity Escape Arts. A new arts and heritage hub in the centre of Stratford-upon-Avon, which celebrates the town's history by creating exciting archives of Stratford stories for generations to come. For more information please visit: www.oldslaughterhouse.org.uk



Charlecote Mill

Charlecote Road, Hampton Lucy, CV35 8BB. A working water mill that grinds flour for use locally. For details of the Open Days please visit: www.charlecotemill.co.uk



Hidden across th

A selection
known, volum
attractions as
Your District

Earlswood

Henley-in-Arden

Studley

Alcester

Hamp

Stratford-upon-Avon

Ship

Gems of the district

of some lesser
known
volunteer-run visitor
attractions
nominated by
District Councillors

Shipston-on-Lucy
Wellesbourne

● Harbury

● Radway

Shipston-on-Stour



Bibilo's Café

Harbury Community Library, High Street, Harbury, CV33 9HW

A café serving a wide selection of teas and coffees and homemade cakes located in the recently refurbished library with art exhibitions and use of library facilities. Opening hours: 9.15am to 12noon Wednesday, Thursday & Friday; 10am to 12noon on Saturday. For more information please visit:

www.harburyvillagelibrary.org.uk/cafe

Harbury Heritage Room

Harbury School, Mill Street, Harbury, Leamington Spa, CV33 9HR. Local heritage archive. Open on the first Tuesday of each month from 6.30pm to 8.30pm.



Wellesbourne Wartime Museum

Wellesbourne Mountford Airfield

The museum is located in an underground emergency wartime command and control bunker, and houses a collection of aviation artefacts. Open Sundays and Bank Holidays 10am to 4pm

Chedham's Yard, Wellesbourne

Church Walk, Wellesbourne, CV35 9QT. An important and well preserved example of a traditional village industry of the wheelwright and blacksmith. For opening times please visit: www.chedhamsyard.org.uk



The Battle of Edgehill Exhibition

St Peter's Church, Radway, Warwick, CV35 0BS. A free and interactive visitor exhibition adjacent to the Edgehill battlefield and permanently installed within the beautiful surroundings of St Peter's Church in the village of Radway. Open daily during daylight hours. No charge - donations welcomed. For more information please visit: www.battleofedgehill exhibitionradway.org.uk

Shipston Heritage Centre

The Post Office, High Street, Shipston-on-Stour, CV36 4AB. Heritage display outlining the history of sheep in Shipston-on-Stour. For more information please visit: www.shipstonwoolfair.co.uk



Venture House, Your District Council's flagship business centre, provides flexible, productive business space for new and fledgling businesses in a unique environment which gives a nod to industrial chic.

The centre provides free on-site business support, free on-site parking, flexible hot desking/co-working space, serviced offices and meeting



What our

We achieved 100% pass rate with the exams we did at Venture House Stratford-upon-Avon. I have normally good pass rates around 70% but this is the first time everyone passed all exams including the level 2 Maths and English. Having a pleasant atmosphere to work in can and does make a big difference to how the students learn, so I would just like to say again thank you for all the help and support and for making us feel welcome and comfortable.
Skills Training UK

Will use the room again. Thanks!
Business Angels Finance International LLP


We booked the Meeting Room at very short notice, staff were very helpful and provided a high level of support.
syn2gen Ltd

All you need to get work done in a distraction-free environment. Helpful, friendly staff. Comfortable, but not extravagant. Good use of public money. I am used to working at home - lots of Skype and teleconferencing - but it is also good to get out! I like the break out areas if you want to chat or work with others.
Felber Consulting

For more
plea

www.venturehousetratford.co.uk

 [venturehousetratford](https://www.facebook.com/venturehousetratford)

 [venturehousesua](https://twitter.com/venturehousesua)

centre that inspires...

Take advantage of our free hot desk trial - no need to book, just pop in! We look forward to welcoming you to Venture House.

facilities to accommodate a variety of business needs.

Venture House is well located for all major road and rail networks with Birmingham Airport just over 30 minutes' drive. The centre aims to inspire a new generation of entrepreneurs and offers support to existing small enterprises on their journey to growth.

BRINGING HOMES TO LIFE

An expanding building design company based in London is conducting its business in the Midlands for the first time at a state-of-the-art business centre in Stratford-upon-Avon.

Exciting projects

White Chalk was launched four years ago by Daniel Gray in Haringey East, London, when he spotted a gap in the market to provide Computer Generated Images (CGI) for developers and housing associations wanting to sell new build homes.

Its team of highly-experienced software designers resides in the site plant and provides floor plans as well as 3D models and signage for housing developments.

Daniel previously worked with Nerys at estate agents Connells and knowing garden sheds at her Stratford home, he asked her to open a Midlands hub.

Nerys met the team from Venture House at a networking event organised by Stratford Business Forum and having toured the facilities she thought this was the perfect office space.

Venture House was awarded a grant of £45,000 of funding from the Government's Local Growth Fund through the Coventry and Warwickshire Local Enterprise Partnership (CWLEP) and a grant from Stratford-upon-Avon District Council. She owned was part of an overall £89.4 million Local Growth Fund package for Coventry and Warwickshire announced in January 2015.

www.whitechalk.co.uk

www.cwlep.com

UK EXPANSION FOR GLOBAL EDUCATION BUSINESS IN STRATFORD

A global business has opened its UK office in Stratford-upon-Avon to provide tailored communication packages for schools.

Emily Hattarby was appointed CEO

UK and founder of Schooltime offer meeting Phil Reardon, the CEO and managing director in Australia.

Schooltime is a digital communications platform for schools, which provides e-newsletters, social media, online booking forms, and a parent/teacher booking form system to communicate with parents or carers.

It currently serves more than 1,000 schools in the UK and its platform can also be translated into different languages.

She looked forward several possible locations in Warwickshire before visiting Venture House - Stratford-upon-Avon District Council's business centre Industrial Estate in Birmingham Road in 2014 after receiving £20,000 of funding from the Government's Local Growth Fund through the Coventry and Warwickshire Local Enterprise Partnership (CWLEP).

Emily was immediately impressed with the quality of the office as well as the staff and the facilities. She was particularly impressed by the location and the facilities and the flexibility it provides.

"It is a great place for supporting new businesses and although we are a life insurance company we have the same challenges of securing clients."

www.schooltime.co.uk

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Together We Can Reduce Crime

Keeping our communities safe is important to Your District Council. Reporting crimes and suspicious activity to the police helps them to support individuals and communities.

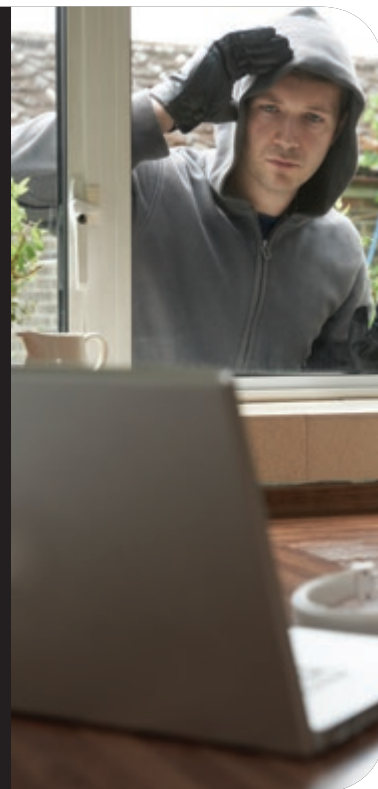
In an emergency always dial 999, or call 101 for non-emergency matters. These can also be reported online at: www.warwickshire.police.uk/article/7050/Report-a-crime

Calling Crimestoppers on 0800 555 111 is another way people can report crime. The information is given to them anonymously and they do not know the source of the information.

To find out more about crimes in your local area, sign up for Warwickshire Police's Community Messaging Service (CMS). Designed to encourage communities to work together to protect themselves and their property, it helps to raise awareness of the types of crimes taking place in your area in a bid to prevent crimes. Join the Community Messaging Service online by visiting: www.warwickshire.police.uk/cms

Whether it's individuals, communities, Your District Council or Warwickshire Police, we all have a role to play in working together to reduce crime in Warwickshire.

Get your voice heard. If you see a crime or notice something suspicious, REPORT IT.



No Rogue Traders Here

Each year hundreds of Your District Council's residents get scammed by rogue builders, while our legitimate traders go without work. When things go wrong, homeowners can sometimes find their complaint is ignored or deemed difficult to deal with.

Prevention is key, so in order to reduce this type of crime, increase consumer confidence and stimulate local business,

Warwickshire Trading Standards Service (WTS) is now working in partnership with the No Rogue Traders Here (NRTH) approved safe trader scheme.

Why is this scheme safer?

No Rogue Traders Here is a privately-run approved trader scheme in direct partnership with Warwickshire, Birmingham, Solihull and Wolverhampton Trading Standards Services.

The scheme is a managed network of businesses with a detailed vetting process, including intelligence checks from each participating Trading Standards Service.

To register and use the scheme free of charge either visit www.noroguetradershre.com or call 0800 233 5000.

What happens next?

If you register your details, confirm the type of trader and the work you require:

- you will then receive a profile of up to three scheme members, (depending on the size of the job), who meet the requirements
- you contact the traders for quotes and make a decision with no obligation to proceed
- a written quote/contract is drawn up by the chosen trader and a start date agreed
- NRTH monitors the contract to ensure the quotes are clear, complete, fair and accurate
- when the work is completed, NRTH contacts you to check you're happy with the result. If there are any problems, NRTH will do all it can to find a solution.

Registered Traders

NRTH and Warwickshire Trading Standards have the highest standards when it comes to choosing organisations to join the scheme. Local businesses that specialise in home improvements and maintenance are welcome to apply, but they must meet all of the requirements including being fully insured and agreeing to be closely monitored.

In Partnership with Trading Standards
NOROGUE
 TRADERSHERE



Top tips for summer crime prevention

After a long winter, summer is finally here! The warmer weather offers a great opportunity to get outside in the garden but it is also prime time for thieves to strike.

Giving a few thoughts about home security could help you reduce the risk of falling victim to opportunistic thieves all summer long.

- Ensure that doors and windows at the front of your home are secure if you are enjoying time in the garden.
- Expensive garden equipment should always be locked away in a safe and secure location when not in use. The same goes for bikes.
- Fit good quality padlocks to sheds and garages.
- Make sure tools such as ladders and spades are securely locked away. Don't give thieves a chance to use these to help break into your home.
- Visibly and permanently marking your belongings helps you and the police identify them if they are stolen. It can also make it difficult for the thief to sell on your property.
- Remember to securely lock all doors and windows before leaving the house. It's easy to forget when you're in a hurry to get out and enjoy some fun in the sun, but it's the simplest way for a burglar to enter your home.
- If you're going away, cancel any deliveries. If you can, ask a neighbour or relative to make your home look occupied by clearing the post away from the door mat and opening and closing the curtains.

While you're thinking about home safety, take a minute to check your smoke alarms. It could save your life!

For further tips on keeping yourself and your property safe, visit: safeinwarwickshire.com/crime-prevention and www.warwickshireruralwatch.co.uk/advisesheets.html



We Need you! Don't be afraid, speak up - silence hides hate

Could you spare a few hours of your time every three months?

Warwickshire Hate Crime Partnership is looking for volunteers to join our Hate Incident Partnership Panels (HIPPs).

Who can join?

Any member of the community is welcome to join their local group. If you would like to join, all we ask is that you:

- Have an interest in preventing hate crime
- Would like to share opinions and offer advice
- Have a good network within your community and an understanding of their needs

What does the HIPP do?

The groups meet quarterly to:

- discuss local community tensions and national hate crime patterns
- review hate crimes and incidents reported in the last three months
- scrutinise hate crimes dealt with by Warwickshire Police
- plan and provide advice on new campaigns
- help with promotional activities and raising awareness of hate crime in the community

Where are the meetings?

The meetings at Leamington Justice Centre (south HIPP).

If you would like to volunteer or require further information please contact Karen Thomas at Warwickshire County Council by email: karenthomas@warwickshire.gov.uk or by phone on 01926 412433.

CRIME

Three in five UK hate crimes go unreported.
Don't tolerate hate. If you experience it, report it.

What is a hate crime?

Any criminal offence that is perceived to be motivated by a hostility or prejudice based on a person's:

- Race (including nationality, national origin, ethnic origin, race & colour)
- Religion or belief
- Sexual orientation
- Disability
- Gender identity
- Individual characteristic that makes someone appear different

Hate crime can take many forms including:

- Physical attacks
- Damage to property
- Offensive graffiti
- Anon
- Threats
- Offensive letters
- Abusive phone calls
- Anti-social behaviour
- Offensive language or name calling

In fact, any incident or crime that is thought to be motivated by a person's 'difference' can be reported to police.

Never tolerate hate crime.
If you see it or experience it, **always report it.**

For emergencies call - 999. Non emergencies - 101.

reporthatenow.com Produced by the South in Warwickshire Partnership



Stay safe online by following these top tips:

Use strong unique passwords across your online accounts.

Be aware of links and attachments in unsolicited emails. They may ask for confidential information, or download a virus to your device.

Be social media savvy. How much information is online about you?
Update your privacy settings.

For more information about staying safe online, visit:

www.cybersafewarwickshire.com

If you are experiencing domestic violence, you are not alone.



Refuge-Domestic Violence Service
Warwickshire Helpline **0800 408 1552**

Our services include:

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- Independent domestic violence advocacy for men and women navigating the legal system
- Outreach support for men and women in their own homes, in the community
- Drop-in services
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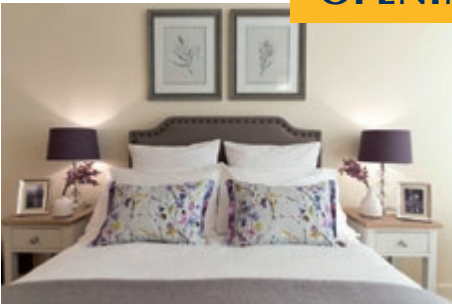
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