

# Stratford *View* W

Summer 2020



*Inside this issue...*

**Biffa Hi-Viz heroes**

Community Safety news

**Financial help and advice**

Council's response to COVID-19



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

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# 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](mailto:corporate.communications@stratford-dc.gov.uk)

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You can now check your Housing Benefit, Council Tax and Business Rates by setting up an online account. Find out more by visiting our website [www.stratford.gov.uk](http://www.stratford.gov.uk)



# Taking a fresh look at local government

A much closer relationship between Your District Council and Warwick District Council is being discussed, ahead of the publication of a Government white paper concerning the re-organisation of local government later in the year.

Your District Council's Cabinet and Warwick District Council's Executive are exploring future ways of working together for the benefit of the people of south Warwickshire.

The Councils already have successful experience of working together, through the South Warwickshire Health Improvement Partnership; the South Warwickshire Crime reduction

partnership and Shakespeare's England, the destination management organisation which is jointly funded to promote tourism around the world.

Now is the time to capture the lessons learnt from the current COVID-19 crisis and look at the ways the Councils could deliver services, taking advantage of new opportunities which are emerging for communities and businesses. There are a number of opportunities, which could be developed quickly including jointly procuring contracts; addressing a number of vacancies at senior officer level that could lead to the possibility of sharing posts across the two management teams, as well as considering producing

a joint Core Strategy / Local Plan for communities to secure long-term benefits.

Local government is playing a significant role in positively addressing the impact of the coronavirus pandemic - supporting businesses and communities, but has also had to adjust to new ways of working. Like so many other organisations at this time, both Councils are looking to be more agile and efficient, to address the emerging economic challenges and capitalising on the issues around the climate emergency, all the while providing the best possible services to residents.

## Council Tax Help

Are you, or someone in your household, living with:

- a degenerative brain disorder such as Alzheimer's
- other kinds of dementia
- a learning disability
- a severe stroke
- severe or chronic mental illness

and are entitled to one of the following benefits:

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- the care component of high or middle rate Disability Living Allowance
- Constant Attendance Allowance
- Incapacity Benefit

then you may be entitled to a Council Tax discount...



...and save money off your Council Tax bill

For more information please contact Revenues on:



01789 260990



revenues@stratford-dc.gov.uk

# Towns are **back in business**

Stratford-upon-Avon and the surrounding towns are now beginning to open after what has been an unprecedented few months due to the Coronavirus outbreak.

Now that we are starting to see more activity returning to the area, Your District Council is keen to help the area recover as soon as possible.

With that in mind, for the next six months we want to shout about businesses and showcase positive stories from around the district.

These can be everything from how firms have found re-opening and any

interesting stories around that, how they have coped with the shutdown and if they haven't opened yet, how they intend to do so, or how they think they will get through the next few months and emerge in good shape.

We just want to make sure we are showcasing organisations through our website, the local media and social media.

But for that to happen, we need you to get in touch with us and let us know about all the good news from shops and businesses in our local town or village.

This can be done by emailing [corporate.communications@stratford-dc.gov.uk](mailto:corporate.communications@stratford-dc.gov.uk)



## Your Pest Control service

Want a highly trained and professional pest control service?

Call Your District Council's Pest Control officers, who can treat a wide range of pests including: rats, mice, squirrels, fleas, bedbugs, wasps/hornets, cluster flies, carpet beetles, and clothes moths. This is not an exhaustive list.



To book a treatment please call Your District Council on **01789 267575** or visit

[www.stratford.gov.uk/environment/pest-control.cfm](http://www.stratford.gov.uk/environment/pest-control.cfm)



Your District Council's pest control team also offers contracts to businesses and farms.

Each contract is tailored to your needs and will help to keep your business pest-free throughout the year.

*Make life easier...*

Sign up for My District...  
Your online customer account portal.

[www.stratford.gov.uk/mydistrict](http://www.stratford.gov.uk/mydistrict)



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## QUINTON HOUSE

Step inside Quinton House Nursing Home and Quinton Gardens Specialist Dementia Unit and you'll know you've arrived somewhere special. Over the years, we have given each resident a home from home in a loving, caring environment.

From our wonderful home in Warwickshire, we promote independence, choice, dignity and the highest standards of care.

From our unique person-centred approach and stunning surroundings to the little touches that set us apart, every aspect of Quinton House is completely focused on ensuring we provide the best quality of care for all our residents.

Discover our story for yourself by coming to see Quinton House - with a beautiful home and gardens, along with high-quality care, we're sure you'll feel right at home here.

*"The staff are patient and show great compassion, respect and sensitivity towards the residents as individuals and work very hard to stimulate and engage them in group activities."*



*"I cannot praise Quinton Nursing Home enough, all the staff were so thoughtful, caring, and looked after mum so well, from the nurses, carers, cleaners, they were all brilliant, and were there for us when we needed them most. This home was our saviour when we needed somewhere for mum to be cared for, and looked after, and a relief to the family that someone was with mum 24 hours a day, to give us all peace of mind."*

*"My mother was admitted to Quinton Gardens (Quinton House) Christmas Eve and has been made to feel very welcome. The care and the management have gone above and beyond their manner of care. Words cannot express my family and my gratitude to all concerned. A big thank you"*

*"Mum was always cared for with respect, dignity and kindness. We, as a family, cannot praise Quinton House highly enough. We were always kept fully informed of any changes of Mum's condition. We were always made very welcome on our numerous visits, day or night."*



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



01789 720247

[info@quintonhouse.net](mailto:info@quintonhouse.net)  
[quintonhouse.net](http://quintonhouse.net)



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[www.magicalleystratford.com](http://www.magicalleystratford.com)  
Tel: 01789 290969

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- Support for people with disabilities.
- Emergency contraception
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- Needle and syringe exchange
- Managed repeat prescriptions
- Electronic prescriptions
- Flu vaccination

Stratford Healthcare,  
Arden Street,  
Stratford Upon Avon CV37 6HJ  
Telephone 01789 200920  
Fax 01789 200922  
Email [info@avonpharm.co.uk](mailto:info@avonpharm.co.uk)

## Opening Hours

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

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- Extended Access Hub host
- Smoking Cessation
- Midwifery Service
- Patient Participation Group (get involved)



Stratford Healthcare,  
Arden Street,  
Stratford Upon Avon, CV37 6HJ  
01789 292895  
[www.trinitycourtsurgery.nhs.uk](http://www.trinitycourtsurgery.nhs.uk)

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](http://www.trinitycourtsurgery.nhs.uk)



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At the start of the lockdown brought about by the COVID-19 pandemic, the Government made clear to local authorities that it wanted all rough sleepers to be provided with emergency accommodation. This was to ensure that vulnerable members of the community would be able to self-isolate and protect themselves from the virus.

Your District Council, along with its partner agencies including P3 and CGL, worked quickly to offer all known rough sleepers accommodation. Of the six known rough sleepers at that time, all accepted the offer, except two. Support services have continued to engage with these two individuals and are satisfied they are both well.

At lockdown, Your District Council was already providing emergency accommodation to a number of other former rough sleepers.

In view of the unprecedented situation, Your District Council took the decision to also fund and provide meals to those being accommodated in guest houses and hotels in Stratford town.

With lockdown having been gradually lifted, the support being provided has now changed. The accommodation remains in place but additional meals will no longer be provided. However individuals will have access to mini-fridges, microwaves and the local foodbank as well as the additional welfare benefit support provided by the government.

If people are to move into settled housing they need to be encouraged to establish good habits and routines, which will help them take

responsibility to manage their own budget and welfare.

Your District Council, along with partner agencies, continues to provide help and support to enable this smooth transition.

**In line with government expectations, the Council will continue to accommodate those who had been rough sleeping and to assist them into settled housing.**

Your District Council continues  
to help rough sleepers





## Pioneering homeless centre for Stratford

The new Fred Winter Centre will be opening in Stratford-upon-Avon in early 2021. It is hoped that this exciting development will transform the support provided to homeless people in the district.

The centre will adopt a new approach by putting housing and support all in one place, within the old Fred Winter department store building on Guild Street.

The project is being led by Spring Housing Association and has been backed financially by Your District Council,

Warwickshire County Council, Stratford-upon-Avon Town Council, and Stratford Town Trust. The partnership is also being supported by local charities, health agencies and voluntary bodies who work with rough sleepers and other homeless people in the district.

The Fred Winter Centre will act as a new service hub and will provide a totally integrated approach, with accommodation units on site, alongside health and well-being support services, and training and work experience.



Since lockdown, begging activity around Stratford town centre declined. However, with the measures Your District Council has put in place to support rough sleepers with accommodation, access to benefits and kitchen essentials to enable food preparation, there is no legitimate reason for anyone in Stratford to be begging on the streets. If residents do see anyone begging, they are unlikely to be homeless.

Residents are also reminded that if they do wish to make a difference for those who are homeless or at risk of homelessness, they can donate via the Meaningful Change website.

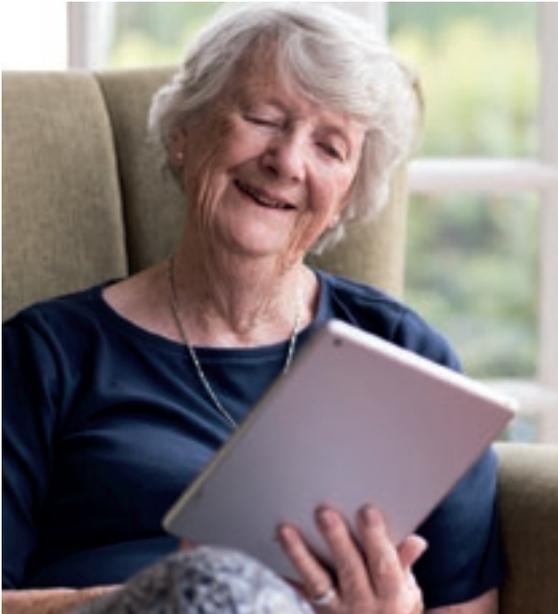
Meaningful Change provides an easy way for residents to support local charities working with homeless people in our town so they get the right help and can avoid returning to the streets

or falling into the criminal justice system. It also explains the support that is available to tackle homelessness and how they can help through the donation of time, money or items.

For more information, including a full list of charities and statutory support agencies involved in Stratford-upon-Avon, visit Meaningful Change: [www.meaningfulchange.org.uk/stratford/](http://www.meaningfulchange.org.uk/stratford/)

**Working together to end homelessness  
in Stratford-upon-Avon**  
Find out more at:  
[www.meaningfulchange.org.uk](http://www.meaningfulchange.org.uk)





# Your local Bupa Care Homes Here for you

There's been smiles, laughter and tears during these challenging times, but through it all we've been there for our residents and their families, relentlessly. The safety and wellbeing of our residents and teams has always been our priority, so we'll keep providing Personal Protective Equipment (PPE) and continue testing.

**We're here to support loved ones with a range of needs, from nursing to residential and dementia care. Talk to us about how we can help.**

Call us for advice on care today

## 01789 869 299

Lines are open 8am to 6.30pm Monday to Friday, 9am to 12.30pm Saturday. Closed Sundays and bank holidays. Calls are charged at no more than local rate and count towards any inclusive minutes from mobiles. We may record or monitor our calls.



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Q119514 JUL20 CS 01714



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You can also visit our website at [www.bernard-rogers.co.uk](http://www.bernard-rogers.co.uk) for more information.



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## Telephone fraudsters are targeting the elderly and vulnerable - can you help?

Elderly and vulnerable people could be targeted during the CoVID-19 crisis by fraudsters pretending to be from the police or banks.

Please encourage any of your family, friends or neighbours not to give out personal information over the phone, and tell them the police or bank will never:

- Contact you out of the blue and ask for personal details such as your PIN, password or account details.
- Ask you to transfer money into another account or withdraw cash and hand it to someone else for safe keeping.
- Send someone to your home to collect cash, bank cards, account details or PIN numbers.



If you or someone you know has been a victim of a telephone scam, call your bank immediately to cancel your card and report it to:

**Warwickshire Police on 101 or Action Fraud on 0300 123 2040**  
**Always call 999 in an emergency**



Warwickshire  
County Council



Warwickshire  
**POLICE**



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## HERE FOR YOU

Video calls with loved ones, a relaxing stroll in the garden, or having a stretch in an exercise class are just some of the things residents have enjoyed, and continue to enjoy, at Ambleside care home. Add to that delicious home cooked food from our in-house chef, tailored care delivered by our fully trained and experienced team, the highest standards of safety and cleanliness, and you can see why we’re the ideal choice.

If you’re considering care for yourself or a loved one, we’re here for you.

To arrange a virtual tour or one-to-one video chat, please call **01789 863549** or email [gary.hulme@careuk.com](mailto:gary.hulme@careuk.com)

**Ambleside care home**  
Evesham Rd, Dodwell, Stratford-upon-Avon CV37 9TG  
[careuk.com/ambleside](http://careuk.com/ambleside)



# Looking after your finances



The coronavirus pandemic has affected many people financially. You may have less money coming in and bigger electricity or food bills. You may have missed some bill payments and are unsure what to do but there are services available to help.

## Warwickshire Local Welfare Scheme

Helps people at times of unavoidable crisis when they have no other means of support. This could be for food, energy costs or basic appliances. Call 0800 4081448 or 01926 359182.

## Help with energy bills

If you are struggling to pay your electricity bills or you have a prepayment meter you may be eligible for some financial help. You could pay less if you switch supplier.



Act on Energy can help with both of these - call 0800 988 2881 or visit: [www.actonenergy.org.uk](http://www.actonenergy.org.uk)

## Do you know where to get free debt advice?

If you're struggling with debt, it can be hard to know where to turn. But with lots of free advice services available, you can find help in a way that's best for you.

## National debt advice services

The following organisations offer on line and telephone services.



PayPlan [www.payplan.com](http://www.payplan.com) or call 0800 2802816



Debt Advice Foundation  
[www.debtadvicefoundation.org](http://www.debtadvicefoundation.org) or call 0800 6226151



StepChange Debt Charity  
[www.stepchange.org](http://www.stepchange.org) or call 0800 1381111



National Debtline  
[www.mymoneysteps.org](http://www.mymoneysteps.org) or call 0808 8084000

## Local debt advice service



Citizens Advice South Warwickshire offers debt advice. All support is currently being provided via telephone or email -

call 0300 330 1183 or email via the website: [www.casouthwarwickshire.org.uk](http://www.casouthwarwickshire.org.uk)

## Is your child entitled to free school meals?

Families whose children are eligible for free school meals will be offered meals or vouchers by their school so they continue receiving this support, even if children are no longer attending school due to the COVID-19 outbreak. Families will be entitled to a voucher worth £15 a week for each child throughout the summer holidays.

To check if your family is eligible or to apply visit the Warwickshire County Council website: [www.warwickshire.gov.uk/education-learning/apply-free-school-meals](http://www.warwickshire.gov.uk/education-learning/apply-free-school-meals)

For more information about free school meals you can contact Warwickshire County Council on 10926 359189 or email: [freemeals@warwickshire.gov.uk](mailto:freemeals@warwickshire.gov.uk)

## Are you worried you might lose your home?



Preventing Homelessness Improving Lives (p.h.i.l.) is working across Warwickshire to prevent people losing their home by tackling the early warning signs.

Perhaps you have recently lost your job, got into debt or missed rent payments. Perhaps you have been asked to leave your home by a family member or you are experiencing relationship breakdown. Don't wait for your problem to become a crisis - p.h.i.l. can help!

Call the p.h.i.l. team on 01788 533644 or 01788 533646

## Save, Borrow, Plan for Tomorrow - Have you thought about using a Credit Union?



Credit Unions provide an alternative to high street banks, payday and other lenders. They encourage responsible lending and promote financial wellbeing. Citysave is a modern credit union providing services online. To find out how Citysave could help you save, borrow or plan for tomorrow call 0121 616 6200 or visit: [www.citysave.org.uk](http://www.citysave.org.uk)

# Looking after your wellbeing

Since the coronavirus outbreak life has changed for us all. It may cause you to feel anxious, stressed, sad, lonely or frustrated. It's ok not to feel ok. Telling someone you trust how you feel can help. Taking care of your physical and mental wellbeing is important. There are lots of local services available to support you.



## Maintaining good mental wellbeing

There are a number of mental wellbeing services available to help you cope during this period. For more information please visit: [www.warwickshire.gov.uk/mentalhealth](http://www.warwickshire.gov.uk/mentalhealth)

## Wellbeing for Warwickshire

Telephone support for anyone who feels they are in need of contact. Call 024 7771 2288 or email: [wbw@cwmind.org.uk](mailto:wbw@cwmind.org.uk) for more information.

## Mental Health Helpline and webchat

Confidential and freely available 24/7 - call 0800 616 171 or use the Time Online webchat: [www.mhm.org.uk/coventry-warwickshire-helpline](http://www.mhm.org.uk/coventry-warwickshire-helpline)

## Big White Wall

A safe, online anonymous community of people who help each other by sharing what's troubling them, guided by trained professionals - visit: [www.bigwhitewall.com](http://www.bigwhitewall.com)

## Samaritans

If you're having a difficult time, whatever you're going through, a Samaritan will face it with you - call 116 123.

## Don't forget to visit your GP

If you have any health concerns visit your GP. They are open and they want to hear from you if you are worried about something whether it is a physical or mental health concern. Don't put it off!

If your child is due a routine immunisation this should go ahead as normal.

You should not attend an appointment if you feel unwell, but do let the surgery know you need to cancel.

## Staying connected and keeping in touch

If you would benefit from a telephone call from a friendly volunteer there are various organisations who offer this. Most of the recently established community groups have volunteers making regular phone calls to people who just want a chat. For details on your local community group call 01926 410410 or visit: [www.warwickshire.gov.uk/coronavirusdirectory](http://www.warwickshire.gov.uk/coronavirusdirectory)

Stratford Timebank can arrange a regular call - 07419 373680, as can Age UK Coventry & Warwickshire - 01926 458113.

Various national charities can arrange regular calls including Independent Age - 0800 319 6789 and Silverline on 0800 4 70 80 90. If you have a tablet or smart phone you might like to video call friends or family.

## Support for young people...

### Chat Health

Mental health advice for teens. A text messaging service that enables children and young people, aged 11 to 19, to speak a member of the school nursing team. You will get a reply within 24-hours between 9am and 5pm, Monday to Friday (except bank holidays). Text: 07507 331525.

### Rise

Provides emotional wellbeing and mental health services for children and young people. During the COVID-19 outbreak, Rise are providing a 24/7 helpline to be there for you to contact when you need support and advice to prevent your situation getting worse. Contact the Rise Crisis team between 8am and 8pm on 02476 641799 or call 0300 200 0011 outside of these hours or visit: <https://cwrise.com/>

For a step-by-step guide on how to video call visit: [www.bbc.co.uk/news/technology-51968122](http://www.bbc.co.uk/news/technology-51968122)

# How Your District Council is responding to COVID-19

Since the beginning of March, Your District Council, staff and Councillors have been working hard alongside local voluntary and community groups, town and parish councils and Warwickshire County Council to ensure the important services we all rely on continue to be delivered in the wake of the global COVID-19 pandemic.

This has involved setting up a food delivery network, responding to hundreds of calls and emails from residents every day, putting in place new financial support mechanisms, and housing some of the district's most vulnerable individuals.

Your District Council also established the following priorities:

- Protecting staff, councillors and residents from coronavirus.
- Maintaining the business critical services for Your District Council, including our Council Tax Reduction Scheme.
- Maintaining the decision making capability of Your District Council.
- Supporting businesses through the rapid processing of the reliefs and grants.
- Supporting the vulnerable, with a co-ordinated approach across the County, and providing a vital service to help protect those within our communities who were shielding.

**Below is a snapshot of some of the steps and actions Your District Council has taken in response to the COVID-19 emergency:**

- Ensured all District Council services - other than those impacted by social

distancing rules - have continued to be delivered.

- Set up technology arrangements to allow more than 200 members of staff to work from home.
- Maintained refuse, recycling and green waste collection service as normal.
- Acted as a first point of contact for residents, businesses and the local community. Overall call numbers to Your District Council were up 25% although some days saw double the usual number of calls.
- Set up a fully functioning and operational Community Hub for food deliveries.
- Provided emergency accommodation for the homeless to protect them from the additional risks of COVID-19 caused by living on the streets.
- Set up a secure online business grants application form to speed up processing.
- Provided individual support to residents struggling to pay their Council Tax.
- Our Environmental Health Team helped to keep residents safe through enforcement and working with local businesses on new Government guidelines and legislation.

- Established a dedicated COVID-19 information section on Your District Council's website where detailed updates are available.
- Allowed NHS staff and registered volunteers to park for free in Your District Council-owned car parks
- Made constitutional changes to the running of Your District Council to ensure decision making could continue.
- Made an immediate grant of £40,000 to ensure VASA (Voluntary Action Stratford-on-Avon District) could continue to operate over the last three months.



## Operation Shield - supporting the vulnerable

Your District Council's food distribution responsibility began on 30 March 2020, when the Community Hub service was established at Stratford Leisure Centre. This involved redeploying a number of



District Council staff to not only help run the Hub but also pack and distribute food parcels.

Since then, a total of 1,300 food parcels have been delivered to the district's extremely vulnerable residents, who have had no other means of accessing food during lockdown. The service operated five days a week (including Bank Holidays) until mid-June when it was reduced to one day a week. The service has now closed.

In addition to delivering essential supplies, the hub team carried out numerous welfare telephone calls to shielding residents who had not registered via the



NHS helpline, offering support and advice. They were also on call at weekends to arrange emergency deliveries where necessary.

**Your District Council continues to support the local community. You can contact us using the following methods:**

- **Dedicated helpline: 01789 260980**
- **Email: [CommunityRequests@stratford-dc.gov.uk](mailto:CommunityRequests@stratford-dc.gov.uk)**
- **Visit: [www.stratford.gov.uk/coronavirus](http://www.stratford.gov.uk/coronavirus)**

### Supporting local businesses

At the time of printing, almost 3,000 businesses have received government grant payments to support them through the COVID-19 pandemic at a total of more than £33 million.

The main grant funding came from two Government schemes - the Small Business Grant Fund and Retail, Hospitality and Leisure Grant Fund - both of which are designed to help small and medium sized businesses affected by COVID-19.

Support was also available through a Discretionary business grant scheme - tailored more for local business needs - and this included support for Bed

and Breakfast properties within the district.

Your District Council is responsible for administering the schemes, and Council officers have been working hard throughout the duration of the pandemic trying to get local businesses access to the support they need.

### Back in Business

As lockdown measures ease, Your District Council has launched a new campaign to promote the safe reopening of the High Streets and support businesses in response to COVID-19. This is being done through the Government's Reopening High Streets Safely Fund, which is funded by the European Regional Development Fund (ERDF) and showcases positive business stories throughout the district. If you have a story to tell - see our article 'Towns are back in business' on page 5.

A number of traffic measures have also been introduced in towns across the district to help provide more space for retail and hospitality businesses to operate safely and effectively while adhering to COVID restrictions and social distancing measures.



# Biffa Hi-Viz Heroes!



Your District Council's bin crews have been doing a fantastic job making sure collections continue during the COVID-19 pandemic...



Appreciate their hard work and commitment in this awful situation we are all in. I know that they touch many bins throughout the course of their day and I am disinfecting my bin every day...



Thank you biffa for all your hard work in these unprecedented and uncertain times ahead.



My 2.5 year old wanted to thank our amazing waste heroes today. Every week they wave back at him and call out to him with a cheery "Hello" and they're carrying on amazingly with the collections through this scary time.

## HER ES

During this recent time, there has been a significant increase in the amount of additional waste and recycling being put out by residents:

- Residual waste has increased by 12%
- Dry recycling has increased by 20%
- Garden waste has increased by 20%

The crews have been getting a great response from residents - from handmade drawings, to thumbs up, a friendly wave and a simple smile, even cakes from the Portfolio Holder - your support means a lot to them!

To make life easier for our crews, please follow these tips:

- Bins should be put out for collection by 6am on the scheduled collection day.
- Bin lids should be firmly closed to help prevent crews unnecessarily touching them.
- Residents must wash their hands before and after touching their bin.
- Please pack any recycling into bins as much as possible to maximise space.
- Please make sure that any waste that may transmit the virus, such as used tissues are securely bagged and placed in your grey bin.
- If you are showing symptoms of the virus, personal waste such as used tissues and disposable cleaning cloths can be stored securely within disposable rubbish bags. The bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being put in your grey bin.



Thumbs up to all waste collectors. We really appreciate your commitment (especially in bad weather!)



Bins collected by smiley refuse collectors in Tysoe this morning. Went out to thank them too. Don't forget to clean the handles before you bring it back in. They are doing a great job but also having to touch 100's of bins a day.

## Business support during Coronavirus

For business support and guidance on surviving COVID-19 and thriving after lockdown, contact one of the expert business advisors at the Coventry and Warwickshire Growth Hub on 0300 060 3747 or visit: <https://coronavirus.cwgrowthhub.co.uk>.

For further Coronavirus business advice see: [www.venturehousestratford.co.uk/coronavirus-guidance-for-businesses-employers](http://www.venturehousestratford.co.uk/coronavirus-guidance-for-businesses-employers) and [www.stratford.gov.uk/coronavirus/support-for-business.cfm](http://www.stratford.gov.uk/coronavirus/support-for-business.cfm)

## Starting your own Business?

If you're thinking about starting your own business, contact the team at Venture House Business Centre to find out about the support and facilities that are available to assist you, call 07816 315492 or email: [info@venturehousestratford.co.uk](mailto:info@venturehousestratford.co.uk)

## Keep in touch

To stay in touch with the latest small business government guidance, local news, events and details of Venture House reopening, sign up to the Centre's monthly business e-update at: [www.bit.ly/VentureHouseSubscribe](http://www.bit.ly/VentureHouseSubscribe)



Donut Time small business networking is currently held on line each month whilst Venture House is still closed. To connect with other local businesses and pick up some top tips from our monthly guest speaker, book your free space now: [www.bit.ly/vhdonuttime](http://www.bit.ly/vhdonuttime) or call 07583 100488 to find out more.

# Case Study



In 2007 Helen Clinton sold her successful telemarketing company and, during the next 10 years, retrained to become an Emotional Freedom Technique (EFT)\* Practitioner, working with clients experiencing anxiety and stress.

One of the first places she went in search of business assistance was Venture House. Since meeting the friendly team there, she's benefited greatly from attending their monthly networking event, Donut Time, and a number of free start-up training events.

Helen commented: "Running a business has changed a lot since I sold my first business and Venture House and its networking group are very welcoming and amazingly supportive. With Donut Time currently being hosted online, I have been able to extend my circle of contacts beyond the local area, which has been great! Also, a free day's trial of Venture House's hot-desking facilities pre-lockdown proved so productive that I intend to become a regular once the facilities have reopened."



Initially, Helen struggled to explain her business to people because many hadn't heard of EFT or, as it is also known, 'Tapping'. At a networking event one day, Helen met Nigel Tinsdale, a business advisor from Coventry University Enterprises. Nigel invited Helen to take up six free

mentoring sessions that subsequently transformed the way she presented her business and attracted new clients.

Nigel commented on the small businesses he works with: "Most small business owners are fantastic at what they do, but just need

to learn some more skills to run a business, from getting customers to managing money. Helen is very skilled and great with people but Tapping is very different to her previous business. Now that she has worked on changing her mindset, she has transformed her business and is building a strong customer base."

\*EFT, or Tapping, works by tapping with the fingertips on acupressure points and meridians in the upper body releasing blockages within the energy system which are the source of emotional intensity and discomfort. This emotional disharmony is now widely believed to contribute to physical issues and illnesses as well as affecting our mental health.

Many of us are feeling the effects of the Coronavirus pandemic in some way or other. Whether you have chronic or acute physical and/or emotional symptoms that includes low self-esteem, repeated stress-fuelled situations, traumatic events that you can't shake off, or a feeling of anxiety or depression, tapping can provide a non-invasive way of helping to make change in a simple and pain-free way.

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Call: 07967 162183  
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or **education**

**96%**  
would  
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an  
apprenticeship  
at WCC



“

*Completing my apprenticeship has given me great confidence and I have learnt to push myself further”*

“

*Applying for my WCC apprenticeship was a no brainer!”*

“

*Doing this apprenticeship has allowed me to turn my passion into a career”*

“

*Who wouldn't want to get paid for something they enjoy?”*

“

*The hands on nature of an apprenticeship means that you do a lot more than you would just sitting in a classroom”*

# Your District Council's Resident's Survey

## Climate Change Action

Part of the Resident's Survey of late 2019 explored attitudes and behaviours towards climate change.

We found residents are good at re-using and recycling and many

put their food waste in their green bins. Almost two-thirds make space for wildlife. Over half have made their home more energy efficient and also home compost.

### What steps have you taken?

### What would you like to do?



#### Re-use and Recycle

91% have already done this.  
8% would like more support with this.

#### Put food waste in your Green Bin

73% have already done this.  
11% would like more support with this.



#### Make space for wildlife

64% have already done this.  
14% would like more support with this.

#### Make your home energy efficient

52% have already done this.  
31% would like more support with this.



#### Create home compost

52% have already done this.  
15% would like more support with this.

#### Limit travel by private vehicle

37% have already done this.  
21% would like more support with this.



#### Switch to a renewable energy provider

34% have already done this.  
31% would like more support with this.

#### Install renewable energy products at home

12% have already done this.  
40% would like more support with this.



#### Replace petrol/diesel vehicle with an electric one

6% have already done this.  
38% would like more support with this.



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## Award winning CCTV and security services now available from Your District Council

Your District Council has made significant investment on upgrading the Council's CCTV scheme and infrastructure to help reduce crime and disorder and protect the public. The CCTV control room's upgraded technology has also provided the capacity for expansion with the opportunity to provide CCTV and security services for other organisations. Our systems now potentially can be used for alarm monitoring and response, but we can also incorporate different types of CCTV into our central control room, for example crime prevention & detection of public spaces, retail and business facilities or buildings, property management, flood monitoring, traffic monitoring or events.

The scheme upgrade of over 100 cameras includes new replacement

cameras across the district in Alcester, Bidford, Henley, Shipston, Southam, Stratford, Studley and Wellesbourne. Fibre lines transmitting images have also been upgraded, connecting cameras to the 24/7 CCTV control centre in Stratford.

Your District Council's CCTV scheme is recognised for good management, practice and standards and has recently been awarded British Standard BS7958 accreditation and also certification to the Surveillance Camera Commissioner's Code of Practice.

If you would like more information about how the system could benefit your business or organisation's safety or security needs please email: [cctv.consultation@stratford-dc.gov.uk](mailto:cctv.consultation@stratford-dc.gov.uk)

### CrimeStoppers. Speak up. Stay safe.

Crimestoppers is an independent charity which helps to find criminals and solve crimes. Crimestoppers provides a service where anybody who has information about criminal activity can pass it on. The information callers give to

Crimestoppers is passed onto the police in such a way that they do not know who has given it. It's a simple and secure way of bringing criminals to justice, without anybody knowing who the information came from. If you have information about any crime call 0800 555111 or visit the national website: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

## Reporting crime and anti-social behaviour

It's important to report crime and anti-social behaviour. If an incident is in progress, please call 101 (or 999 in an emergency). You can also report incidents on line [www.warwickshire.police.uk/ro/report](http://www.warwickshire.police.uk/ro/report)

### Safer Neighbourhood Teams

To find out about the activities of your local Police Safer Neighbourhood Team (SNT) you can follow them on social media.

#### ALCESTER NORTH SNT

T: 01789 444816  Alcester Police

 @AlcesterCops

[AlcesterNorth.snt@warwickshire.pnn.police.uk](mailto:AlcesterNorth.snt@warwickshire.pnn.police.uk)

#### ALCESTER SOUTH SNT

T: 01789 444816  Alcester Police

 @AlcesterCops

[AlcesterSouth.snt@warwickshire.pnn.police.uk](mailto:AlcesterSouth.snt@warwickshire.pnn.police.uk)

#### SHIPSTON SNT

T: 01789 444670  Shipston Police

 @ShipstonCops

[Shipston.snt@warwickshire.pnn.police.uk](mailto:Shipston.snt@warwickshire.pnn.police.uk)

#### SOUTHAM SNT

T: 01926 815158  Southam Police

 @SouthamCops

[Southam.snt@warwickshire.pnn.police.uk](mailto:Southam.snt@warwickshire.pnn.police.uk)

#### STRATFORD TOWN SNT

T: 01789 444500  Stratford Police

 @StratfordCops

[SU.snt@warwickshire.pnn.police.uk](mailto:SU.snt@warwickshire.pnn.police.uk)

#### WELLESBOURNE SNT

T: 01789 444600  Wellesbourne Police

 @WellesbourneCops

[Wellesbourne.snt@warwickshire.pnn.police.uk](mailto:Wellesbourne.snt@warwickshire.pnn.police.uk)

**If you are wishing to report an incident please call 101.**

 SouthWarwickshireSNTs

 Warwickshire Rural Crime Site (New)

## Warwickshire against domestic abuse

The COVID-19 pandemic has been detrimental to individuals and community groups up and down the country, especially those who rely on the support of key workers from a local authority or charity.

The lockdown restrictions, and associated periods of isolation, has meant that people suffering domestic abuse at the hands of someone they live with have been particularly vulnerable at this time.

Warwickshire County Council commissions support services from Refuge, Warwickshire, and work together with partners including Warwickshire Police, health services and the district and borough councils to support victims and help them to rebuild their lives.

The council, and its partners are reaching out to vulnerable women and men to ensure they know they are not alone and urging anyone in an abusive relationship to get help.

There really is a plethora of advice and experts waiting to help people in Warwickshire as soon as they wish to

explore a life away from an abusive partner.

While Refuge is probably the more well-known of the support services, there are several local help groups, which are specific to Warwickshire. These groups include Rugby Family First, Domestic Abuse Counselling Service (DACs) and the Family Intervention Counselling Service, to name but a few.

The Warwickshire Directory is a great online resource that signposts to further advice and guidance from support groups across the county. To access the directory please visit <https://directory.warwickshire.gov.uk>

Warwickshire recently stood in solidarity with victims of domestic abuse with the launch of the #youarenotalone campaign. The campaign brought together support services, partners, businesses and residents to show support to those who suffer at the hands of domestic abuse.

If you are currently suffering at the hands of a perpetrator, there are services available to you. For further information



about the support available and advice for abuse victims please go to [www.refuge.org.uk](http://www.refuge.org.uk) or call the Warwickshire Domestic Violence Service on 0800 408 1552.

Those who are victims of domestic abuse may not have the opportunity to safely reach out for support themselves so please report any concerns you may have about family, friends, relatives or colleagues. Contact Refuge on the above number or get in touch with police by calling 101. Always dial 999 in an emergency.

## Prevent Online Grooming: Keeping Your Family Safe

FREE for parents, carers and youth professionals!

Warwickshire County Council's Prevent Officer and Cyber Crime Advisors offer a FREE two-hour session targeted at parents, carers and teachers on how to keep children safe online.



### Our session includes:

- The grooming process
- What signs there may be that a child/young person is being groomed
- Information on the latest apps & gaming trends to be aware of
- An insight into the dark web
- How groomers use social media to radicalise young people
- Help, support & resources available to you

Sessions are open to schools, community groups and the public. For further information or to arrange a session please contact: [communitysafety@warwickshire.gov.uk](mailto:communitysafety@warwickshire.gov.uk)



For further cyber safety information visit:  
[www.cybersafewarwickshire.com](http://www.cybersafewarwickshire.com)



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# **WE ARE OPEN**

The Shakespeare Hospice's Avenue Farm Furniture store is now  
open! We can't wait to see you all again.

Following the closure of our retail shops due to the Covid-19 pandemic, we are preparing a phased shop opening plan starting with our Avenue Farm Furniture and Homeware shop in Stratford which will be opening its doors on Tuesday 23rd June 2020.

Safety has been our highest priority in our detailed preparations to welcome back customers, employees, and volunteers into our shops. We are following government safety advice and implementing measures for social distancing protocols, hand sanitiser stations, perspex screens at tills, additional cleaning of high frequency touch points in shops, and a 72 hour quarantine and sanitising procedure for donated goods.

We need your support now more than ever before to help us continue funding our vital services to some of the most vulnerable people in our community.

We need good quality donations of clothing, household items, and furniture which can be accepted by our Donation Centre at Avenue Farm.

Visit [theshakespearehospice.org.uk/AvenueFarm](http://theshakespearehospice.org.uk/AvenueFarm) for more information.

**PLEASE NOTE THE REVISED SHOP OPENING TIMES  
TUESDAY TO SATURDAY 10AM - 3PM**

For the safety of our customers and staff we will be accepting donations at the following times

- General Donations (clothing, bric-a-brac, books) - between 9am & 10am
- Large furniture donations - between 3pm & 4pm, by appointment only

Unfortunately any donations brought to the shop outside these times will not be accepted

For more information, or to book a time to donate large furniture, please call **01789 205333**

Registered Charity Number: 1064091. Unit 1, Avenue Farm, Stratford-upon-Avon, CV37 0HR



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To find out more about Cedar Lawn please phone us on:

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Our email address is:

**[home.str@mha.org.uk](mailto:home.str@mha.org.uk)**

Our office address is:

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Welcombe Road, Stratford-upon-Avon,  
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## Routine eye and hearing tests now available at Specsavers Stratford upon Avon

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