

Autumn 2004

WARWICKSHIRE

# view

Issue 6

## Consultation update

Keeping you informed

Playing our part in the environment



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# Working together

**B**oth Councillors and Officers have spent the summer eagerly awaiting the final outcome of our Comprehensive Performance Assessment (CPA). Yet again your County Council has been rated as 'good', a level of which we are very proud, and we will continue to strive to become better each time.

Our CPA result (an exercise undertaken by the Audit Commission, an independent body of people who examine in detail how Warwickshire County Council functions) is in no small way a tribute and credit to our Council Leader, Ian Bottrill.

Ian has been a major mainstay for several years and is well respected throughout the Council for the manner in which he leads the Council and its members. However, Ian would agree that he could neither have done the job successfully nor achieved the 'good' CPA status without the support of our opposition Parties.

One of the key roles we have in Warwickshire throughout all of our departments is to work with other agencies and partners. Not only do Members and Officers work nationally and within the West Midlands region but especially locally with our Borough Councils,



District Councils and Parish Councils and also through the Coventry, Solihull and Warwickshire Partnership. We would have great difficulty in delivering quality services to the people of Warwickshire without the help and support – and where necessary constructive criticism – of our partners in the public, private and voluntary sectors.

However, no amount of talking to our partners will outweigh the importance of the delivery of the essential services that Warwickshire residents need and have come to expect from us.

**June Tandy, Deputy Leader,  
Warwickshire County Council.**

## Editor's welcome

A warm welcome to the Warwickshire View. You'll find this Autumn issue packed with information on how your County Council is working for Warwickshire: to improve the services we offer you and make your County an even better place to live and work.

Much of this involves working in partnership across departments or with private companies to develop and deliver best value. And as ever, we've been listening to the views of our most important customers – you! Thank you to Mrs Sharp of Ryton-on Dunsmore who sent in her comments

on community work and was the winner of the Champagne competition in the Spring issue.

We're also especially grateful to all of you who have taken part in our many consultations. These continue to encourage innovative, practical suggestions for a wide range of projects and help ensure that we meet all of your needs in developing our services.

Write to me at the address on the back cover or email [vieweditor@warwickshire.gov.uk](mailto:vieweditor@warwickshire.gov.uk) and you too may win a case of bubbly. Good Luck!



*Thanks, Nina Heath*

Name:

Address:

Comment:

# Late night trading...



**If you've ever bought a car that broke down as soon as you got it home, or been served a 'short measure'**

**pint – you might think about complaining to Trading Standards.**

But would it surprise you to know that Trading Standards is also responsible for farm animal welfare, toy safety, ensuring that GM foods are properly labelled, stopping children buying products such as alcohol, knives, and glue, that may be harmful to them, and leading on crises such as Foot and Mouth?

Director of Trading Standards, Noel Hunter, thinks that many people will be surprised. "Buying goods and services plays an important part in our lives, and Trading Standards is the service that helps



**Checks:** A Trading Standards Officer makes an inspection of a crisp factory.

to protect us. We enforce around 1,000 laws to protect consumers and genuine businesses from rogues and fraudsters."

Nationally recognised for its outstanding quality and excellence in the field of consumer protection, Warwickshire Trading Standards offers help, advice, and support to thousands of businesses and consumers annually. Over 10,000 consumers contacted the service last year and thousands of pounds were gained for them in refunds, exchanges, and compensation.

## New technology

The service has been at the forefront of new developments to meet the changing needs of both consumers and businesses. It acts as an advocate for the consumer by conducting in-depth research into wider issues of consumer concern and is using new technology to improve accessibility to its services.

Trading Standards consumer advice

services are now available in the evening and on Saturdays.

A Business Zone website is available to provide companies with the information they need to help them comply with the law. The service is shortly to launch a new SMS text messaging service so that consumers can seek help and advice whilst they are out shopping, direct from their mobile phone.

Noel added: "We aim to be accessible, responsive, and innovative, meeting the expectations of local consumers and businesses in what is now a global market place, today and in the future."



**Inspection:** A Trading Standards Officer checks the accuracy of a petrol pump.



Consumer advice line: 01926 414000  
8am–8pm Mon–Fri, 9am–4pm Sat  
Business advice line: 01926 410444

**CONTACT US**  
email: [tradingstandards@warwickshire.gov.uk](mailto:tradingstandards@warwickshire.gov.uk)  
web: [www.warwickshire.gov.uk/tradingstandards](http://www.warwickshire.gov.uk/tradingstandards)

## Cover story

This edition's cover story illustrates the excitement of the Warwick cycle races, hosted for the first time in Warwick Town Centre, and organised by Warwickshire

County Council as part of its TravelWise campaign. The cycle races marked the end of Bike Week, the national celebration of cycling which aims to promote the benefits of cycling, while encouraging more people to cycle more often. A programme of cycling themed events was organised across the county, all were open to Warwickshire residents, regardless of their age and biking expertise! See page 10 for a full run-down of the week's activities.



## A breath of fresh air

Is your health affected by air quality? If so we need your help

THE Health Overview and Scrutiny Committee is seeking patient feedback on the quality of service our local Primary Care and NHS Trusts provide for people with breathing or other health problems triggered by poor air quality. We're especially keen to hear from young asthma sufferers, those with Chronic Obstructive Pulmonary Disease (COPD) and those who've experienced heart problems in this context.

We'd like to hear about your experiences – good or bad – with GP surgeries, hospitals and emergency services when you've sought advice or treatment. Your feedback helps us see what we're doing well and where we could be doing it better.

● To take part in this survey or to find out more, please complete and return the slip below by October 22, 2004.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Tel home: \_\_\_\_\_

Tel work: \_\_\_\_\_

Please return to: Alwin McGibbon, Corporate Review Team, Warwickshire County Council Chief Executive's Dept, First Floor, Pageant House, 2 Jury Street, Warwick CV34 4EW or email [healthscrutiny1@warwickshire.gov.uk](mailto:healthscrutiny1@warwickshire.gov.uk)

# Fairer prospects for all

FROM October 1, 2004, disabled people across the UK will enjoy significantly increased rights both as employees and customers when changes to the Disability Discrimination Act (DDA) come into force.

At Warwickshire County Council we welcome the changes, which complement our corporate objective to improve the lives of all our residents.

## Free advice

Businesses can find all the information they need on the Disability Rights Commission's website [www.drc-gb.org](http://www.drc-gb.org) who also produce many free helpful publications, as well as answering queries via their helpline (08457 622 633).

Mark Williams, the County Council's Development Officer for the Employment of Disabled People, said: "The DDA's aim is to help level the playing field for disabled people, who still regularly receive less favourable service as customers, and are

nearly five times as likely to be unemployed than non-disabled people. From October all employers will be covered by the DDA, and any business or organisation serving members of the public will be required to make reasonable adjustments to physical features of their service. In most cases these will be simple and inexpensive."

Mark points out that planning to include disabled people makes good business sense – from increasing customer loyalty, to employing the best person for a role. "There are some 9.8 million disabled people in the UK who have considerable spending power. Many are also considered model employees thanks to excellent skills, reliability and motivation," he said. Grants from the government's 'Access to Work' fund are available for employers who make adjustments for disabled staff and applicants.

## Work experience and mentoring

"Ramp" is a new project which supports disabled people from South Warwickshire into employment, but also encourages businesses to offer work experience or to volunteer their staff to become mentors for disabled jobseekers.

Mark said: "Using these methods employers can learn a lot about their existing staff and systems – and often spot opportunities for improvement. Mentoring is also a great way to build confidence and develop your own personal and communication skills."



### CONTACT US

General information [www.routeways.com/disability](http://www.routeways.com/disability)  
For information about Access to Work grants visit [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)  
For the Ramp project contact Ian Smith on 01926 423983 or e-mail [ramp@cdp.org.uk](mailto:ramp@cdp.org.uk)

# Healthy meals for kids



**Child obesity is on the rise nationwide, putting the long-term health of young people at risk. The County Council's education and school meals teams are taking measures to fight the flab and teach children about healthier eating habits.**

Warwickshire County Council has a long history of encouraging healthier eating in schools. In July 2002, the catering team introduced a colour-coded menu into all primary and special schools. Children choose one item from each coloured serving point (red, gold, green, yellow and blue). Each colour represents one of the main food groups, ensuring that the child's meal is balanced and nutritious.

Presentation is also important. Sandra Russell, manager of Warwickshire County Caterers, said: "Gone are the days of spam and lumpy mash. Our menus are constantly updated with new and exciting dishes and dining rooms are becoming bright and modern."

The mission to improve the diet of children in our primary schools even has its own mascot! Basil Bear – Warwickshire County Council's new ambassador for

Good Food and Health – appears on display menus to make school meals more interesting and help younger children to choose more wisely. He also pops up on the council's website, and makes occasional personal appearances in schools.



## Strategy

The catering team gives regular classroom-based talks and attends parents' evenings to explain its strategy and encourage parents to get involved in encouraging healthy eating. Secondary school menus have also been enhanced to incorporate healthier options such as salad boxes, milk bars, low fat chips and organic produce. The use of swipe cards to pay for secondary schools' meals also provides invaluable data on students' eating habits.

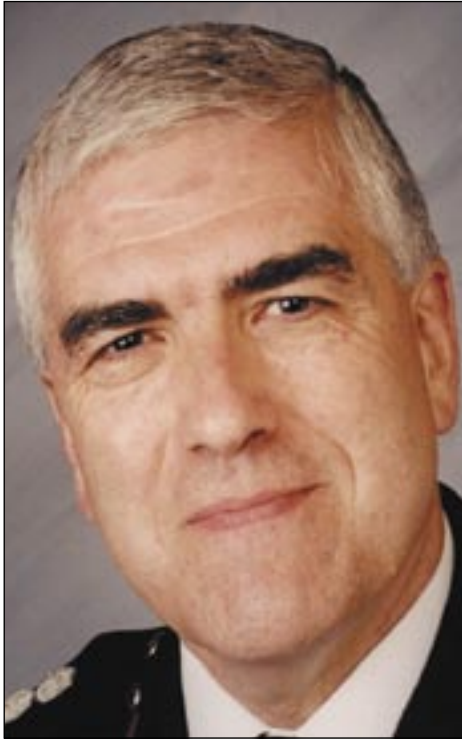


### CONTACT US

For more information on healthy eating in Warwickshire schools log on to [www.warwickshire.gov.uk/schoolmeals](http://www.warwickshire.gov.uk/schoolmeals)

**Good start:** Schools are encouraging children to make healthy choices.

# Fire Chief honoured by the Queen



**Honour from the Queen:** Retired Chief Fire Officer Brian Hibbert

**W**e are delighted to report that our recently retired Head of the Fire Service, Brian Hibbert, was awarded the Queen's Fire Service Medal (QFSM) in the Queen's Birthday Honours List.

The QFSM, introduced in 1954, is awarded for acts of gallantry or for distinguished service. It was for the latter that Brian was honoured.

Brian, who retired at the end of June, started his career as a firefighter in Cambridge in September 1975. He achieved promotion through the ranks before being transferred to Gwent Fire Brigade as Senior Divisional Officer.

## Responsible

He joined Warwickshire County Council 11 years ago as Deputy Chief Fire Officer. In 1999 he was promoted to Chief, responsible for providing Warwickshire's Fire and Rescue Service, which includes community fire safety. In his time Brian has overseen a

restructuring of the service, introduced free smoke alarms and home safety checks for the elderly and vulnerable and implemented numerous schools and young people's programmes.

William Brown, Temporary County Fire Officer, said: "This award is not only a great personal tribute to Brian but also marks his considerable contribution to the modernisation of the Fire and Rescue Service. Brian has also worked tirelessly to ensure that national initiatives, such as Community Fire Safety and Schools' Programmes, were implemented across the County."

Under Brian's leadership, Warwickshire's Fire and Rescue Service received the Charter Mark Award as a provider of an excellent public service throughout all areas of the organisation. It also gained the prestigious 'Investor in People Award'.

Brian will collect the Queen's Award from Buckingham Palace later in the year.

## Check out the web...

HAVE you been down to your local web recently? If not you'll be pleasantly surprised. On the new-look home page of the Warwickshire Web you'll find news and information services at your fingertips:

### Keep up to date with the news.

Our regularly updated news service keeps you informed about major initiatives and changes in your area. It also brings you breaking news affecting council amenities and projects, and in the event of a local emergency will offer up-to-the-minute advice.

### Check what's on at our Warwickshire Events guide.

Whether a dance or a dog show, recital or rodeo, you'll find it all in our online events guide. Search by district or date, audience or organiser – and other options too numerous to list.

### Advertise your local event for free.

Gymkhana or jumble sale, book fair or barbecue – use our 'add an event'

link to promote your piece. With over 5,000 visitors a day... and counting, the Warwickshire Web could catch you a customer or two!

### Add the Warwickshire Web Events guide to your own website.

Impress friends and clients, and keep up to date with what's going on locally from the comfort of your own homepage. This free service updates automatically each day and is easy to set up.

To find out more go to [www.warwickshire.gov.uk/eventsfeed](http://www.warwickshire.gov.uk/eventsfeed)

### Get the low-down on topical stories.

Our features area links you to more detail on 'hot topics' affecting Warwickshire residents. From speed cameras to abandoned car clearance, festivals to food directories, use the features area to find out more.



## CONTACT US

visit [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk) for a wealth of news and information.

## Keeping you informed

As we reported in our Spring issue, your voice really counts when it comes to telling us how we can improve services throughout the County. In this issue, we'd like to update you on recent consultations across a range of areas.



**Your views:** Public feedback was welcomed at a recent public exhibition.

### Warwick Town Centre Traffic Management Scheme

We're delighted to report that you turned out in large numbers to make your voice heard at the recent public exhibition of traffic management proposals for Warwick town centre. In fact, so prolific and detailed was your feedback that we extended the comments deadline to June 21. The scheme's objective is to balance the needs of different users within the town centre, improving access for pedestrians, cyclists and public transport.

Mike Waters, Senior Transport Planner, said: "We were extremely pleased with the

high level of interest in the plans on display. A lot of people took the trouble to come and look and give us their detailed views.

"Many visitors recognised our objectives in putting forward these proposals and the benefits we aim to provide for pedestrians, cyclists and public transport, such as wider footways, new crossing points and better bus interchange and stopping facilities."

A report of all of the views and suggestions received will be presented to the elected local Warwickshire County Council members later this year. As we go to press it's too early to report any likely outcome however, feedback appears to be split between four main schools of thought:

- Those who favour the scheme.
- Those who feel it doesn't go far enough to discourage traffic from entering the town – suggestions have included new road building, congestion charging and even moving the Castle!
- Those who feel the proposals could do more to reduce congestion, but go too far in restricting car movement through the town centre for locals.
- Those who feel the town shouldn't be changed and that the current arrangements offer the best compromise for everyone.

We shall, of course, give you an update

of the outcome of this consultation in the next issue.

### Social Services – 'Customer First' Conference

On May 7, 2004 nearly one hundred carers and adult users of the County Council's Social Services attended the second Customer First Conference held at Coventry City Football Club. This annual event is designed to encourage 'customers' of social services (service users and carers) to have their say in the development of its services.

Opening the conference, Marion Davis, Director of Social Care and Health, summarised feedback from last year's event when attendees had highlighted the need for improvements in key areas, including:

- Transport.
- Information/communication.
- Allocation of named workers.
- Training.

Members of the Customer First Steering Group – which includes social service users and carers – then introduced a DVD presentation giving examples of changes that have been made in response to last year's feedback. It's the job of the Steering Group to ensure that the action points



**Having their say:** Marion Davis, Director of Social Care and Health, with members of the Customer First Steering Group.

which come out of each annual conference are followed through – as was clearly the case after last year’s meeting.

On transport, for example, the County Council is now using pool cars instead of buses in some areas to take people to and from day centres. People had felt the buses to be uncomfortable and impersonal. Others have been shown how to use public transport, which has increased their self-confidence and gives them an opportunity to meet and travel with their neighbours. In turn some have been trained to pass on their travel knowledge to others. One gentleman (to his doctor’s delight) has even taken to getting about on his bicycle!

Feedback on all of the changes presented was generally extremely positive.

## Future goals

Senior Service Managers also attended the day and worked with small groups to identify their ongoing needs and concerns. One activity, ‘If You Were the Boss’, asked delegates what they would do if they were in charge. Transport again came out as an area where we need to make further improvements – and to extend to all areas the recent changes already mentioned. Carers were also keen to see improved provision of respite care.

The Steering Group will once again monitor the action plan that comes out of this year’s meeting. We fully expect to be able to report further real improvements to services at next year’s conference.

The conference was organised by the Customer First Team, within Social Services. For more information, please contact Kim Bolton or Emily Woodward on 01926 412121.



**On-line:**  
The IT access zone at Rugby Library.

## Library and Information Service

### High-tech ‘game show’ quizzes future needs

If you think local government consultation sounds boring – think again. Think television game shows and instant, interactive technology! That was the format when the County Council’s Library and Information Service got together with other local groups earlier in the year to explore ideas for developing the Service of the future.

The consultation took place at five events, covering each district or borough. Participants – potential ‘partners’ in the delivery of library services of the future – included colleges, education specialists and voluntary groups, the latter representing the elderly, disabled and ethnic minorities. Neighbouring local authorities and library services were also there to share their ideas and experience.

There was no rustle of paper questionnaires at this consultation event! Instead participants received electronic communicators and gave instant, interactive, online answers to critical questions about the future development of the County Council’s Library and Information Service.

### Working in partnership

The ‘contestants’ were challenged to answer key questions on how we can make access easier to libraries and other local services by working together. ‘Hot topics’ included e-government, social inclusion and lifelong learning. There was much discussion around partnerships, such as the use of library terminals to deliver

“ The ‘contestants’ were challenged to answer key questions on how we can make access easier to library and other local services by working together ”



**Talking:** Cllr Hayfield and Kushal Birla, Head of Library and Information Services, demonstrate electronic communicators.

e-learning courses on behalf of colleges, and multiskilling of library personnel to enable them to deliver other council information services or offer basic IT training.

We also discussed innovative solutions for today’s busy lifestyles, such as a mini-library drop-off or online access points inside local shops, cafes and supermarkets – and the provision of complementary services, such as self-issue terminals, cafes and bookshops within the library itself. Making the most of the Mobile Library Service in the future was also debated.

Thanks to the high-tech communicators, results and suggestions appeared instantly, moving the discussion on at a much faster pace than usual. Feedback showed that while our Service is valued, we need to improve our marketing, keep more in touch with our communities and develop more effective partnerships. Concern was also expressed about the suitability of some buildings.



Continues on page 8

# 'Your Voice' special

## Focus groups

The same interactive technology was used to ask three focus groups about the type of service they would like for the future. A Ladies' Muslim group in Nuneaton, a Cubs' Group in Kenilworth and youngsters aged 7–16 from the Rugby Benn Partnership took part. Instant feedback and discussion covered longer Saturday opening, being able to use the library as a meeting place and the provision of sofas, comfy chairs, listening posts and a mobile phone corner.

## Review timetable

All of these consultations are part of an ongoing 'Best Value Review' of the Library and Information Service, which aims to develop a short, medium and long-term strategy to take the Service forward in the way people want over the next decade.

For more information please contact Kushal Birla on 01926 412862 or John Crossling on 01926 742728.

## River Avon Consultation – navigating your views

In March, Warwickshire County Council's Regeneration Projects Group asked for views on opening up the River Avon to navigation from Stratford-Upon-Avon to Warwick or Leamington Spa. A similar proposal from the Upper Avon Navigation Trust was turned down as far back as 1975. However we accepted that the time was right to consider the Trust's idea again.



**Education outside the classroom:** Using Warwickshire's Countryside parks as venues for learning.



**The Single Education Plan:** Visit our website and have your say.

We promoted the consultation through display advertisements in local newspapers, press releases, and headlines on the home page of the County Council website. In addition, 700 information leaflets, preprinted with a response form, were distributed to libraries and interested groups and organisations. Those wishing to comment were given the option of completing the form, writing to us, or emailing a dedicated address.

## Your feedback

In all, we received 762 responses, of which 250 came through the website.

Forty per cent of the respondents supported the principle of opening up the river to navigation, while 60 per cent opposed it.

In May we reported these results, together with an analysis of the main reasons why respondents supported or opposed the principle, to the Stratford-Upon-Avon and Warwick Area Committees of the County Council. Supporters cited 'economic benefits' and 'plugging the missing waterway link' among their reasons. The main reasons for opposition were impact on the river environment and wildlife and disruption for existing users. In the event, both committees resolved to oppose the principle.

## What now?

By the time you read this, a full report on the consultation responses will have been made available to the County Council's Environment and Rural Affairs Overview and

Scrutiny Committee. They will also have heard oral representations from selected representatives for and against the proposal.

The committee's recommendation will go to the Cabinet on September 17. Look out for an update on our website, or in the next issue of Warwickshire View.

## Education Consultation in Action

Our Education department reports that your feedback continues to have a direct impact on strategic planning, as well as specific projects.

## Single Education Plan

The Single Education Plan, published in March 2004, sets out plans across all County Council services to meet the Council's objective 'to promote lifelong learning and personal development'.

Andrew Leech, Education Officer, said: "In creating the plan, we consulted a broad range of interested groups including schools, governing bodies, Teacher Associations, Primary Care Trusts, dioceses, voluntary groups and Education Officers.

"As a result of responses, we changed the way we presented the plan and said much more about how learning will take place outside schools – for example, in libraries, youth centres, countryside parks, and colleges."

Andrew emphasised that the Single Education Plan is a living document. "Anyone can read it on our website [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk) and send comments

using our online form. As we receive feedback we continue to adapt and change the detailed planning as necessary.” Why not visit our website and have your say?

## Alcester Infant and St Faith’s Junior

The amalgamation of Alcester Infant and St Faith’s Junior Schools was accepted at a consultation last year and the process is now taking place. Most importantly, your feedback led to some changes in how the buildings are to be placed, as well as a commitment to some redecorating of the existing St Faith’s building.

Reviewing the comments, we recognised that these changes would be important, both for the schools and the pupils. To those who took part in the consultation, thank you for helping us to get it right!

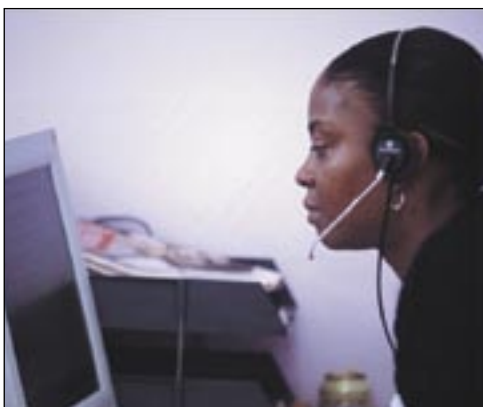
## Mystery Shopping Survey

At Warwickshire County Council we’re always keen to find ways to improve our customer service. One way is by listening to you, and during April we commissioned a group of mystery shoppers to test the quality of our customer service across front-line departments. Their brief? To call, visit, write or email us on typical issues.

While this exercise can only provide a ‘snapshot’ of how we perform against targets on a given day, it enables us to cast a critical eye over how we deal with our customers and – most importantly – to spot opportunities for improvement.

## How we fared

We answered most telephone calls



Mystery shoppers tested the quality of WCC customer service.

within our target of five rings, and were very good at giving out the Council and department name in the greeting. Areas where we’ve identified room for improvement include passing on caller details when transferring and ensuring that promised literature is sent out quickly. Needless to say, we’re already working hard on these!

On visits we were pleased to find that we mostly saw customers immediately or within our target of five minutes. We also gave out the correct information nearly every time. Areas for improvement once again include providing literature when it’s expected – also to ensure that reception staff display name badges or plaques.

We were pleased to learn that 96 per cent of our letters were easy to understand, and that we gave out the correct information almost every time. Key areas for improvement are a timely response to all letters and to ensure literature goes out to all (not just most) who request it.

Finally, 100 per cent of our emails were easy to understand, and those sent direct from individual departments scored well generally. We’re now looking at ways to further improve how we respond to emails received via the website.

## Using your feedback

These ‘snapshot’ mystery shopper survey results are now being considered alongside those from the Citizens’ Panel and Public Satisfaction surveys mentioned in our last issue – and will help shape recommendations for service improvements. Any opportunity to improve our service is a good thing, and we’re grateful to everyone who contributes.

## Warwickshire Web – yours by design!

Each year, Warwickshire County Council takes its website ([www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)) to the Town and Country Festival. Why? The answer’s simple: you!

Webmaster, Phil Parker, says: “Our website doesn’t exist for the benefit of the County Council – it’s there for the people of Warwickshire. We need to know what they want – what they feel works, what doesn’t and what additions they would like.

“As a result of these interactions, lots of people have helped us make the site better and more user-friendly”

“That’s why we need to talk to as many people as possible. People who come to our stand tell us how they want to interact with the Council. We also ask them to try to find things on the site to see how easy they find the navigation. As a result of these interactions, lots of people have helped us make the site better and more user-friendly.

“For example, our home page design is based on feedback from users of the site. They said the site index should be high up on the left-hand side of the page – so we put it there. With nearly 10,000 pages to choose from, finding the information or service you require can be daunting and we’re keen to make it as easy as possible.”

## The facts

Did you know that it’s now possible to renew library books at midnight, get a bus timetable at six in the morning or take part



in consultations at any time of day? There really is no need to wait for office hours – so get surfing!

## The figures

There’s no doubt that all the hard work is paying off. This year the Warwickshire Web was listed as the 12th most popular local authority site in the country, receiving two million visits a year, which is nearly five thousand a day!

# Playing our part for th

Warwickshire County Council is committed to encouraging environmentally friendly practices – both at home and at work. Here's how we've been playing our part in recent months. We also offer you tips on how to save energy – and money.

## On your bike

FROM June 12–20, Warwickshire residents 'got on their bikes' to celebrate National Bike Week. Events for all age groups took place across the county, from Bikeathons to family fun rides and cycle shows – all aimed at promoting the benefits of cycling.

**Pedalling for Nuneaton**, one such event, included training sessions, cycle safety checks and a special appearance from the Nuneaton Unicycle Club. Visitors could even compete in a 'static bike race' against the clock.

**Bike2Work Day**, meanwhile, saw scores of Council staff switching to pedal power



**Promotion:** Visitors at the Pedalling for Nuneaton event.

to reach their offices. One man even cycled all the way from Walsall to Rugby! The Bike2Work campaign urges drivers to abandon their cars for short journeys to work, especially in congested urban areas.

Nicola Robinson, Sustainable Transport Officer, said: "Cycling should be encouraged by all employers. It not only keeps staff healthy, but also helps to cut traffic on our roads."

Warwick town centre was the venue for the first **Warwick Cycle Races**. Organised by Warwickshire County Council as part of its TravelWise campaign, the all-day event offered challenges and activities for all ages and abilities and was supported by cycle



**WCC staff on Bike2Work Day:** In forefront of picture, Mark Leyland (Sustainable Travel Officer), Chair of Council Alan Smith, Martin Stott (new Deputy Director of PTES) and Nicola Robinson (Sustainable Travel Officer).

dealers, the Coventry Transport Museum and the British Heart Foundation. It culminated with the evening's racing when spectators watched some of the country's top racing cyclists compete over a 25-lap, 1km circuit around the town centre.

Events Officer, Sarah James, said: "Despite poor weather it was a huge success and raised the profile of cycling as a real alternative. We hope to re-stage it next year – only bigger, better and hopefully a lot drier!"

## Energy saving cuts costs and pollution

THE Warwickshire Energy Efficiency Advice Centre (EEAC) is a local and central Government funded charity which aims to help reduce the CO<sub>2</sub> emissions responsible for climate change. Here, their no-nonsense tips tell you how to save energy and money while helping the environment.

### Top tips

#### Low cost/no cost actions

- ❑ Save £7 a year with every energy efficient lightbulb you install.
- ❑ Turn your thermostat down by one degree and cut your heating

bills by ten per cent.

- ❑ Don't leave your TV, video recorder or digibox on standby; across Warwickshire this wastes £1.3 million a year.

#### Speculate to accumulate

- ❑ Insulate your loft and cavity walls and save up to a third on your heating bills. Generous, non-means-tested grants mean you should recoup your outlay within three years.
- ❑ Replace a 15-year-old boiler with an energy efficient condensing model and save around a third on your bills. If everyone in Warwickshire with gas

heating were to do this we'd reduce CO<sub>2</sub> emissions by 140,000 tons.

- ❑ Switch to an A-rated fridge freezer to save around £35 a year and reduce energy wastage by two thirds. If we all did this we'd save 26,400 tons of CO<sub>2</sub> in Warwickshire.



#### CONTACT US

For more information and free personalised feedback on ways to make your home more energy efficient, call the EEAC on freephone 0800 085 0289.

# e environment

## Waste Not, want not

YOUR Council doesn't waste time or resources when it comes to recycling. Thanks to the dedication of our Waste Minimisation Team, our schemes continue to diversify and multiply, benefiting both the environment and the County Council budget.

Schemes are already in place to recycle paper, plastic and glass bottles in Shire Hall, Barrack Street and other Council offices in Warwick. These are set to expand to offices elsewhere in the County and will include batteries, which staff will be encouraged to bring in from home.

Meanwhile, the schools' recycling scheme is progressing in leaps and bounds. A pilot project with seven schools has led to a free recycling scheme being offered to Warwickshire schools.

Waste Minimisation Officer, Jack Lindsey, comments: "Paper and cardboard account for 33 per cent of waste in schools. Our agreement with a private contractor, to collect waste paper, cardboard, newspapers and magazines for free, not only saves us money on collection and landfill charges, it also reduces pollution." The Council

hopes to extend this scheme to colleges across the County.

In fact, Jack's something of a guru when it comes to waste management and is currently piloting a **food waste recycling scheme** at the Council's Barrack Street premises. A state-of-the-art 'in-vessel composter' takes just 14 days to convert food and garden waste into compost, which staff can take home for free. Jack calculates that we can remove 2.55 tons of food waste a year from Barrack Street's waste stream alone using this method. Look out for updates on this – along with blooming flowers in Council workers' gardens!



## Environmental Trust – promising a better future

WARWICKSHIRE County Council continues to work closely with the Warwickshire Environmental Trust. This is a charity which helps secure government funding for amenities close to landfill sites.

Projects include tree planting, nature conservation and providing or improving facilities such as playgrounds, parks and community centres. To date, the Trust has helped secure some £2 million of funding for the benefit of the County.

More recently it has teamed up with the Heritage Motor Centre at Gaydon to promote environmentally friendly vehicles. It has also become a partner in the Forest of Arden project, an exciting initiative to recreate the wooded Arden landscape in the west of the County.



**Bright idea:** Install an energy efficient lightbulb and save money.



**Saving:** Why not insulate your loft to save energy?

**Switch off:** Don't leave appliances on standby.



### CONTACT US

The trust needs volunteers. If you'd like to play a part in improving your local environment, please contact Louise Boffey on 01926 418005.

# What's happening i

Local communities in Warwickshire must be among the most vibrant and active in the country, judging by the success of so many recent cultural and social initiatives. Here we report on some of the innovative projects supported financially by the County Council and helping to transform the lives of local people.

## Rugby

**H** **healthy living is high on the agenda in Rugby's Benn Ward, which has one of the most diverse populations in the area. With the help of County Council funding, Rugby Primary Care Trust has employed a neighbourhood development worker, Carina Haley-Doyle, to promote healthy lifestyles.**

"There's already excellent work going on in different sections of the community, led by organisations such as Age Concern, the Benn Partnership, West Indian and Asian groups, the Benn Education Centre and members of CVS," said Carina. "Now we're trying to promote the benefits of partnership. By getting together to work towards common aims, we can achieve more with less effort, and at less cost."

### Keep fit

Living healthier lifestyles obviously appeals to local people, who have taken up the concept with enthusiasm. Initiatives already up and running include a weekly guided walk which helps address social isolation as well as providing a way to keep fit, and women-only sessions at the local leisure centre, designed to make activities such as swimming and aquafit more accessible to some groups – particularly Asian women.

There's also a strong focus on healthy eating. "We don't have a supermarket, and in local shops the produce tends to be limited," Carina explains. "The West Indian association has set up a weekly market to help tackle the problem, and we have plans for a mobile fruit and veg van so that everyone gets the chance to buy good-quality, good-value fresh food."

Other plans include an information service about health-related issues, and support for people who want to stop smoking, control their weight or learn new cookery skills to improve their diet.

Rugby MIND recently benefited from £7,000 from the social inclusion fund, which was used to kick-start a range of projects supporting people with mental health problems.

### Socialise

These include yoga, art, healthy eating, life skills and group excursions into the community – perhaps to the supermarket or for a pub lunch. People who find getting out an ordeal, and who would otherwise be very isolated, have been able to go shopping, socialise and take part in group activities in a safe and supportive atmosphere.

Sue McKenzie, who manages the Horizon Centre, is delighted with the results so far. "This is an ongoing programme of events and activities that is making a real difference to people's confidence and well-being.



**Activities:** Residents are keen to adopt a healthier lifestyle through sport and social events.

"Take the example of our minibus driver. He has used the service in the past and is now a Supported Volunteer, having gained the confidence to undertake the required training for minibus driving. He is now much in demand with other groups in the community, including the local Indian Community Centre, Sheltered Housing Residents' Association, Age Concern and, of course, with all the MIND projects."

# n your backyard?

A PLAY area designed to be accessible to all children—disabled and able-bodied—has been opened at Mayo Road.

Shipston parents raised a magnificent £102,000 – to which the Community Development Fund contributed £5,000 – to buy equipment including a roundabout, a see-saw, a special needs multiplay unit, a cycle track and a sensory garden.

## Support

Jackie Warner, one of the mothers involved in the project, said: “We also managed to get support from Stour Power, who have worked on the Shipston and Stour Valley Regeneration Programme, and we completed a detailed Healthcheck research programme as part of the Shipston Market Towns Regeneration Initiative.”

Cllr George Atkinson, Chair of the Stratford-upon-Avon Area Committee, is delighted with the success of the venture, paying tribute to the initiative of everyone involved.

The opening ceremony was performed by soccer star Dion Dublin, with County Council Chairman Alan Smith in attendance. Cllr Saint, local member for Shipston, echoed everyone’s thoughts when he said: “The Mayo Road group has done an excellent job, raising a vast amount of money in a short space of time. Jackie and Shirley were always focused on their goal and are to be especially commended.

## Facilities

“The County Council has provided support, but this project proves what local groups can achieve in partnership. The new facilities are a credit to the dedication of a determined group of people. Well done.”

Local people in Whatcote are celebrating the opening of their new community hall.

Work to adapt St Peter’s Church to provide village hall facilities began early in January and was completed at the end of June, using a grant of

## Stratford-upon-Avon



**Opening ceremony:** Dion Dublin opens the Libby-Lou play area in Shipston.

£10,000 from the Well-being Fund. The hall will serve as a venue for a wide range of local groups.

The drainage of the playing field in the village of Brailes has now been completed, making it available for use through the autumn and winter months.

A grant of £3,200 from the

Community Development Fund contributed to the scheme, which ensures that the facilities of the village hall and pavilion are now used to their full advantage, and enables the local primary school to make use of the sports area all year. It also gives year-round access for village children to the play area and equipment.

# Nuneaton and Bedworth

**T**he Area Committee in Nuneaton and Bedworth has commissioned three exciting projects using the Well-being Fund – an inter-generational project, a local clean-up and some research into the needs of teenage lone parents.

The first of these, delivered by the Nuneaton and Bedworth Leisure Trust, aims to bring younger and older people together to bridge the generation gap and work towards reducing the fear of crime. Both groups will benefit from experiencing positive, fun activities, which will improve communication and break down perceived barriers.

## Increase awareness

The local clean-up is an arts-based project delivered by the Arts Development team at the Borough Council, designed to enable young people and adults to explore environmental concerns through art. The aim is to increase awareness of issues such as recycling and waste, litter, graffiti and fly-tipping.

Lastly, the Acorn Centre is to work with other agencies and draw on its experience of counselling young people on a range of pregnancy-related issues, to obtain a cohesive view of the needs of teenage lone parents which will help



**Fun time:** 'Kidz at Play' project spearheaded by the Tryan Road Residents' Association.

identify gaps in service provision and help meet their future needs.

Other projects launched recently and benefiting a wide range of local people have been made possible by grants from the Community Development Fund.

## Facilities

These include new play provision for young children spearheaded by the Tryan Road Residents' Association 'Kidz at Play' project, and the much-needed refurbishment of the community room at

Manor Court Baptist Church. More groups will be able to use this facility regularly, and the room has been recommended for training events relating to homelessness.

Finally, the Rainbow Sunshine Club, which uses drama, music, dance and movement to provide fun activities for people with learning and physical disabilities, purchased new percussion instruments which were put to good use when the group demonstrated their skills and enthusiasm at a small production in June.



**Community Open Day in Arley:** Residents were encouraged to voice their concerns about community living.

# North Warwickshire

SURESTART, which offers parenting and early years support to local communities, is set to expand its programme in rural North Warwickshire.

In November last year, Councillors agreed to make up a funding shortfall of £3,000 from the Social Inclusion Fund, enabling the first phase of the project to begin.

## New venue

This will be the redevelopment of Ridge Lane Methodist Church into a community facility, from which SureStart will deliver its programmes to the residents of Ridge Lane and Birchley Heath. The new venue will also be used by local residents for meetings and local

activities. St Mary's Road Play Area in Atherstone has been transformed by the installation of a youth shelter and two multi-activity goal areas.

The new equipment was in response to the results of the Warwickshire Community Participation Project, in which residents put play facilities for young people at the top of their wish list.

More than £10,000 was raised for the project, including grants given by the Community Development Fund, the Advantage West Midlands' Market Towns Initiative and the Town Council.

An innovative safety project has been launched in North Warwickshire. Using money from the Well-being Fund,

# Warwick

WARWICK District Citizens' Advice Bureau (CAB) can now advise more people and reach a greater diversity of clients, thanks to a grant from the County Council Social Inclusion Fund.

Awarded in addition to annual core funding, the grant enabled the CAB to increase its volunteer advisers – but not through recruitment drives or publicity campaigns.

As manager Hilary Holland explains: “Attracting volunteers is not the issue. There are plenty of people willing to offer their time and skills. The challenge lies in getting volunteer advisers to the point where they can give a quality-assured service. Training an adviser to the required standard costs nearly a £1,000. It's expensive because of the service we offer.

## Holistic advice

“We don't just help with a single issue – we give high-quality, holistic advice that looks at the whole picture. For instance, if someone comes in with a debt problem, we'll explore beyond the debt itself and look at other factors such as benefits, housing and employment. This way the client can make well-informed choices.”

The seven volunteers selected for training come from all walks of life. Hilary is very positive about the contribution



**Helping hand:** Guidance Tutor makes a real difference to trainee advisers.

they will make to the team. “We needed to strengthen our rota of advisers because there are always clients waiting for help in the district. The extra money has enabled us to buy in Guidance Tutor hours to bring on these trainees and has made a real difference.”

An exciting education project, designed to support the 25th Warwick Folk Festival, and billed as a ‘mini folk festival’, was held at St Mary Immaculate Catholic Primary School. The project, paid for by a grant from the Warwick Area Committee's Well-being Fund, ran over three days. Professional artists specialising in traditional dance, Celtic music and story-telling led taster workshops enabling children, parents and members of the

local community to experience live music and dance in their own environment. Activities included sword dancing, morris dancing, maypole dancing, traditional music and singing, story telling and writing about life in Warwick.

In addition to events at the school, music and dance taster workshops were held in the town centre during a festival weekend in July, specifically targeting the people of Warwick. Warwick Festival Director, Dick Dixon, believes that the project offers a unique experience to local people. “We hope this is the start of an ongoing education programme throughout Warwickshire, which will offer schools and community groups the opportunity to get involved.”

a Young Person's Project Development Officer has been employed to work with partner agencies and up to 150 young people in the area.

In the first phase of the project, 50 disposable cameras will be handed to young people to take photographs relating to community safety, personal safety and the environment. The pictures will be developed and displayed alongside descriptions of the safety issues being raised, enabling young people to identify and record their specific concerns.

The Development Officer will also work with partner agencies to pinpoint areas where young people are – or are perceived to be – causing a nuisance.

These young people will be encouraged to participate in the project in an attempt to resolve problems.

Stage two of the project will identify five areas for improvement, and implement projects aimed at ‘designing out’ crime and tackling antisocial behaviour.

## Community issues

A Community Open Day held in Arley in May gave residents the chance to show their support for a recent household survey, to which over 300 households responded.

The survey was designed to enable people to voice their concerns about community issues, including crime and

policing, the environment, young people community buildings, leisure facilities and activities, traffic calming and parking. The Open Day was held to maintain the interest of residents in the survey, and to continue involving local people.

It was also a good excuse to socialise, meet new people, find out about local services, exchange information and give further thought to improving the villages of New and Old Arley.

The agencies involved in the project – including the police, County, Borough and Parish Councils, Arley residents, community and workers' groups – now have the opportunity to work more closely with local people to address issues that really matter.



# Caring for the carers

## Good and getting better

GOVERNMENT auditors have confirmed Warwickshire County Council as a strong and improving local authority – a 'lean' council that invests in the things that matter and gets the maximum possible return for the people of Warwickshire.

The 'good and getting better' verdict came after an exhaustive assessment of how the Council currently performs against a range of testing criteria – including ambition, achievement, priority and focus. Strengths outweigh weaknesses in every single area, the assessors found. They were particularly impressed by the progress made in education, social services and economic development.

They noted significant advances made in adult and children's services; continued excellence in education proven in another outstanding Ofsted evaluation; a reduction in the level of youth crime; and a move from a two- to a three-star Council on environment and sustainability.

The assessors also complimented the Council on 'significant progress in performance management arrangements, corporate and service planning and the approach to communications'.

The 2004 Comprehensive Performance Assessment (CPA for short) was a follow-up to a similar exercise carried out in 2002. The range of areas identified as needing improvement was much narrower this time, with an improved overall score.

Said Leader of the Council Ian Bottrill: "We welcome this assessment, and are grateful to the assessment team for an honest and thorough piece of work. It recognises the efforts made over the last two years by a dedicated and determined workforce. It also acknowledges our considerable strengths.

"Warwickshire has long prided itself on the quality of the working relationship between officers and members. It has led to a culture of success based on mutual respect – with everyone working together for the good of Warwickshire.

● **The full report is available to read on the Audit Commission's website, [www.audit-commission.gov.uk](http://www.audit-commission.gov.uk)**

**C**are providers across Warwickshire are benefiting from an innovative partnership set up to promote careers in private and public sector care and help deliver quality training and development across the industry.

The Warwickshire Quality Partnership represents those caring for the elderly or people with learning disabilities or mental health problems, as well as children's and young people's services and home-based professional care workers.

The aim of the Partnership board (made up of private and statutory sector representatives) is to secure sufficient funding to meet national professional training standards for social care workers by 2005 – and to attract more people into this important profession.

## Events success

Two events show how the Partnership is already making its mark. On May 13, it took a stand at the Job Scene 2004 careers exhibition in Coventry. 'Careers in Care' was its key message and representatives of all care sectors used the opportunity to hand out brochures and talk to many of the 2,000 attendees about the rewards of working in social care.

Elaine Ives, Project Manager, said: "This event went brilliantly from start to finish, and we achieved our aim of raising awareness of the enhanced opportunities offered by careers in social care. We're now planning our own careers events in Warwickshire."

The Partnership also attended the Learning and Skills Council launch of the Coventry and Warwickshire Partnership for Care – a new forum working to develop the skills of the social care workforce within both areas.

## Social care

Over 200 delegates, including social care sector providers, training providers and support agencies, attended this prestigious event at Warwick University. The Warwickshire Quality Partnership is a founding partner of the forum which complements its own aim of enhancing access to, and funding for,



**Improved opportunities:** Care providers across Warwickshire are benefiting from a partnership set up to promote training.

training for the social care sector.

Elaine concludes: "By improving the quality of training in the social care sector we not only improve the careers of professional carers, we also improve the experience of our service users. It's a 'win win' situation and I have no doubt that our work in this area will make careers in care increasingly sought-after in the coming years."



## CONTACT US

For more information about careers in care contact Elaine Ives on 01926 731034.

## Complaints service

ARE you unhappy with treatment you've received from your GP, dentist, optician or other NHS service? If so, don't keep it to yourself.

You can now get free help from ICAS – the Independent Complaints Advisory Service. This confidential service, provided by the Citizens' Advice Bureau, provides experienced advocates and caseworkers who will:

- Tell you who to complain to and how to go about it.
- Help you draft your letters.
- Represent you at meetings or attend with you.
- Provide an interpreter if necessary.

● **For more information, or to make a complaint, call your regional ICAS office on 0845 120 3748.**

# Better roads...



**new highway maintenance contract between County Highways and the private company Carillion marks**

**yet another step on the road to delivering best value for the people of Warwickshire.**

Awarded in May, the seven-year, £84-million contract is the largest single contract ever let by this Authority. It follows an earlier 'Best Value Review', which recommended long-term collaboration as a means of introducing innovation and cost efficiency to the highway maintenance programme.

## Reorganisation

The Review also led to last year's reorganisation of highway maintenance into five areas reflecting district boundaries. These are now serviced by a centralised Customer Care reporting and information service (contact: 01926 412515), which includes monitoring of queries right through to completion.

Fred Evans, Project Manager within County Highways, said: "In just over two



years County Highways has carried out a major reorganisation of the delivery of highway maintenance in Warwickshire.

"This will not only cut costs, it will also improve the environment we live in by making it easier to co-ordinate works – and provide a safer, more efficient highway network."



## Planning progress

WHEN it comes to local transport planning your County Council hasn't been standing still, and we're delighted to report excellent progress towards our Local Transport Plan targets.

Notable successes in the latest Annual Progress Report include a 27 per cent fall in deaths and serious injury on the roads over the last four years, including a 41 per cent fall in children being killed or seriously injured. We've also seen a 30 per cent increase in bus usage on Quality Bus Corridor routes and a reduction in the car school run in some areas.

Transport Planning Officer, Margaret Hodgson, said: "Local Transport Plan initiatives such as speed safety cameras, traffic calming and improved warning signs at accident blackspots have all played their part in saving people's lives – along with our schools' Road Safety Education programme.

"Our Quality Bus Corridor programme has also paid dividends. Working in partnership with bus operators, we've introduced new buses on core routes, increased the frequency of services and improved waiting facilities for passengers."

The Council's commitment to the Safer Routes to School programme has also been rewarded, with an eight per cent reduction in the number of car trips compared to schools without a scheme.

● **You can download the full or summary LTP Annual Progress Report 2003–04 from [www.warwickshire.gov.uk/transport](http://www.warwickshire.gov.uk/transport)**  
**Alternatively request a copy from Maggie Macbeth in the Transport Planning Unit: [margaretmacbeth@warwickshire.gov.uk](mailto:margaretmacbeth@warwickshire.gov.uk), or 01926 735 676.**

**FED UP WITH ABANDONED CARS?**

**ABANDONED CAR CLEAR**

CALL 'THE CRUNCHER' ON: **0800 16 999 00**

Warwickshire POLICE | Warwickshire Fire and Rescue Service | Warwickshire County Council

# What's on?



## September

- 1–31 Dec Life and Works of Mary Dormer Harris**  
County Record Office, Warwick
- 9–30 Dec Lynda Cooke Paintings – Local Artist**  
Market Hall Museum, Warwick
- 26 French Market**  
Leamington Parade
- 28 Fossil Treasures Talk**  
Activity Centre, St John's House, Warwick. 19.30–21.30
- 28 Nappuccino Coffee Morning**  
Warwick Gates Community Centre. 10.00–12.00

## October

- 2 Environment Waste Event**  
St Francis Church Hall, Kenilworth. 10.00–13.00
- 1–3 October Literary Festival**  
Warwick Town Centre
- 6 London and Birmingham in Black and White photography exhibition**  
Rugby Art Gallery and Museum
- 7 National Poetry Day: poetry performance from Mini Mushaira**  
Rugby Library. 19.30
- 11–18 Waste Sculpture display, winning entry for best secondary school**  
'The Scrap Crane', Leamington Library
- 12–18 Waste Sculpture display, winning entry for best primary school**  
'Fish Habitat', Kenilworth Library

- 15 An Appointment with Doctor Jephson**  
Education Room, Royal Pump Rooms, Leamington. 10.30–12.00
- 16 The Big Draw**  
Royal Pump Rooms. 10.30–17.00
- 16–17 Celebrate Family Learning Week!**  
Rugby Library
- 18–25 Winning Waste Sculpture displays**  
in Barrack Street reception, Warwick library
- 22 Finds Identification Day**  
Alcester Heritage Centre. 13.30–16.00
- 26 Mending Documents of the Past**  
County Record Office, Warwick
- 27 Roman Fun Day**  
Alcester Heritage Centre. 14.00–16.00
- 28–29 3D Family Portraits Activity**  
Royal Pump Rooms. 11.00–15.30

## November

- 2–7 Wildlife Photographer of the Year Exhibition**  
Nuneaton Museum and Art Gallery
- 2–14 Dec Computers for the terrified**  
Kenilworth Library. 09.30–11.30. Every Tuesday
- 2–14 Dec Computers for the terrified**  
Whitnash Library. 12.15–14.15. Every Tuesday
- 3–15 Dec Computers for the terrified**  
Leamington Library. 10.00–14.00. Every Wednesday
- 4–16 Dec Computers for the terrified**  
Warwick Library. 10.00–14.00. Every Thursday

## Farmers' Markets

Come to award-winning Stratford-upon-Avons Farmers' Market. First and third Saturdays of the month in Rother Street.



**Kenilworth – Talisman Square**  
Second Saturday of the month

**Warwick – Market Place**  
Third Friday of the month

**Leamington – Pump Room Gardens**  
Fourth Saturday of the month (extra date 22 Dec)

**Rugby – Clock Tower**  
Last Thursday of the month

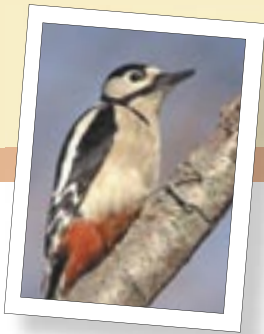
**Southam – Market Hill**  
Second Saturday of the month

**Coleshill – Church Hill**  
Fourth Friday of the month

**5 Rugby Open 2004 exhibition**  
Rugby Art Gallery and Museum

**6 Tudor Event Day**  
Nuneaton Museum and Art Gallery. 11.00–16.00

Information is correct at time of going to press. Before making your journey, please check that the details have not changed. Some of the events require booking in advance and may incur a small charge. For more information on these events please contact: Warwickshire County Council 01926 410410, Country Parks Information Service 01827 872660, Warwickshire Farmers' Markets 01608 664659, Rugby Art Gallery and Museum 01788 533201, Leamington Library 01926 742721, Nuneaton Museum and Art Gallery 024 7635 0720, Warwick Literary Festival 01926 496277, Heritage Education (St John's House) 01926 412034, Market Hall Museum 01926 412500, County Record Office 01926 738959.



## September October November December

**7 SWOOP – Be informed, be SAFE. Safety event for older people**  
Royal Spa Centre, Leamington.  
10.00–15.30

**18 Command your business enterprise**  
Leamington Library

## December

**1 History of Atherstone presentation, Christine Jenking**  
Atherstone Library. 16.00–17.00  
(schoolchildren)

**4 History of Atherstone presentation, Christine Jenking**  
Atherstone Library.  
14.00–15.00 (open to all)

**6 Practical Introduction to the County Record Office**  
County Record Office, Warwick

**11–15 Jan Scratching a Living – Warwick Printmakers, a selling exhibition**  
Market Hall Museum,  
Warwick

## Winter walks

THE winter walks and events programme for all of Warwickshire's Country Parks is due to be published this month.

For your FREE copy call the Country Parks Information Service on 01827 872660 or email [parks@warwickshire.gov.uk](mailto:parks@warwickshire.gov.uk)

The leaflets are also available from Libraries, Tourist Information Centres and all our Country Parks.



## Meetings

## October November December

You are welcome to attend any of the following Council meetings. Please call 01926 410410 before making your journey to ensure details are still correct.

### October

**12 Social Care and Welfare Overview and Scrutiny Committee**  
Shire Hall. 10.00

**14 Cabinet Meeting**  
Shire Hall. 13.45

**19 Corporate Services Overview and Scrutiny Committee**  
Shire Hall. 10.00

**19 Employment and Inclusion Overview and Scrutiny Committee**  
Shire Hall. 14.15

**26 Regulatory Committee**  
Shire Hall 10.00

**26 Health Overview and Scrutiny Committee**  
Shire Hall. 14.15

**28 Crime and Safety Overview and Scrutiny Committee**  
Shire Hall. 10.00

**28 Environment and Rural Affairs Overview and Scrutiny Committee**  
Shire Hall. 14.15

### November

**2 County Council Meeting**  
Shire Hall. 10.00

**3 Rugby Area Committee**  
Rugby Town Hall. 18.30

**4 Cabinet Meeting**  
Shire Hall. 13.45

**9 Learning Overview and Scrutiny Committee**  
Shire Hall. 10.00

**17 Stratford-upon-Avon Area Committee**  
Stratford District Council Offices. 16.30

**17 North Warwickshire Area Committee**  
Venue TBC. 18.00

**18 Cabinet Meeting**  
Shire Hall. 13.45

**22 Pension Fund Investment Board**  
Shire Hall. 10.00

**23 Social Care and Welfare Overview and Scrutiny Committee**  
Shire Hall. 10.00

**23 Environment and Rural Affairs Overview and Scrutiny Committee**  
Shire Hall. 14.15

**23 Warwick Area Committee**  
Shire Hall. 18.00

**24 Nuneaton and Bedworth Area Committee**

Town Hall, Nuneaton. 18.00

**30 Corporate Services Overview and Scrutiny Committee**  
Shire Hall. 10.00

**30 Employment and Inclusion Overview and Scrutiny Committee**  
Shire Hall. 14.15

### December

**7 Regulatory Committee**  
Shire Hall. 10.00

**7 Standards Committee**  
Shire Hall. 14.15

**9 Cabinet Meeting**  
Shire Hall. 13.45

**14 County Council Meeting**  
Shire Hall. 10.00

**15 Warwickshire Police Authority**  
Shire Hall. 10.00

**16 Crime and Safety Overview and Scrutiny Committee**  
Shire Hall. 10.00

**21 Learning Overview and Scrutiny Committee**  
Shire Hall. 14.15

# Our services

Adult Education and ICT Learning Centres  
Archaeology  
Archives and Records  
Arts  
Births, Marriages and Deaths Registration  
Business Support  
Childcare Information Services  
Community Safety  
Construction  
Consumer and Business Advice  
County Council Property Maintenance  
County Highways  
Country Parks and Recreation  
County Record Office  
Disability Services  
Early Years Centres  
Ecology  
Economic Development  
Education  
Emergency Planning  
Employment  
Environmental Design  
Farms and Forestry  
Fire and Rescue  
Foster Care  
Grants  
Heritage Education  
Homecare  
Libraries  
Museums  
Nature Conservation  
Parents' Centres  
Planning  
Quality and Environmental Systems Support  
Regeneration Projects  
Residential Homes  
Roads, Footpaths and Rights of Way  
Road Safety  
School Meals  
Social Care and Policy  
Trading Standards  
Transport and Local Bus Services  
Tree work  
Warwickshire Calibration Services  
Waste management  
Youth Services



If you would like to know more about anything in this publication, or about any of the services listed above, please contact:

Call 01926 410410  
(minicom 01926 412277)  
Click web: [www.warwickshire.gov.uk](http://www.warwickshire.gov.uk)  
Email: [vieweditor@warwickshire.gov.uk](mailto:vieweditor@warwickshire.gov.uk)  
Write View Editor  
Communications Division  
Chief Executive's Department  
Warwickshire County Council  
P.O. Box 9  
Shire Hall  
Warwick  
CV34 4RR

Our normal office hours are 9–5.30pm Monday to Thursday and 9–5pm on Friday. However by calling the above telephone number, you can obtain advice, help or signposting to any of our services from 8–8pm weekdays and 9am–4pm on Saturdays.

If this information is difficult to understand, we can provide it in another format, for example, in Braille, in large print, on audiotape, in another language or by talking with you. Please contact us on 01926 412758.



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