

WARWICKSHIRE VIEW

www.warwickshire.gov.uk
WINTER 2002/03

Warwickshire visits No.10

INSIDE

County Council scores 'Good'

Airport update

Local events

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The Warwickshire View is produced by the County Council to keep residents up-to-date with Council news and events. It is distributed to over 200,000 homes in Warwickshire. If you have any views or opinions you would like to feed back to us, please contact the editorial team (contact details on back cover).

Waving, not drowning

Like most of modern life local Government is facing a nonstop cycle of change. There are new regulations coming at us from Government virtually every week. We have had the fire-fighters dispute to respond to. Our encouraging Comprehensive Performance Assessment has given us a new set of challenges. And we have had the 'airports' issue. If we were the sort of organisation that worried about things rather than getting on with them, we would be drowning in a maelstrom of anxiety. However we do get on and we do all work together to make progress. Sure, all of us councillors are politicians and we often disagree about how we should make that progress - but we very rarely disagree about the correct direction of change. We were recently described as 'pragmatic, not dogmatic' and I think that is a great compliment to all of us, and to the people who work for us. Without their incredible efforts, often in very difficult circumstances, we couldn't change a thing. It is due to them (our 16,000 employees) that we are not only surviving in that sea of change but also managing to improve the quality of our services at the same time.

I hope you will enjoy this edition of 'Warwickshire View' and perhaps you will see why we are 'waving, not drowning'!



Ian Bottrill, Leader
Warwickshire County Council



Welcome

Thank You

We had a tremendous amount of feedback to our 1st issue of the Warwickshire View, many of you writing in to say how pleased you were to be informed of so many news, events and activities you never realised your County Council were involved in (see page 13). Many thanks for all of these; your views and comments are invaluable to helping shape the decisions we make for you. To help encourage you put pen to paper (or hand to mouse!) we ran a prize draw in November to thank one lucky resident with a case of Champagne. Congratulations to Neville Shannon from Stratford on Avon (pictured) who received his six bottles of bubbly in time to enjoy for Christmas. The pensioner, who lives in Stratford on Avon said: "I wish the new magazine all the best - it's a very interesting read. I live alone

so this champagne has certainly cheered me up and I plan to have a very Merry Christmas. Please do continue to write in to us (address details on back cover or email us on views@warwickshire.gov.uk), let us know what you think of this 2nd issue or give us your viewpoint on any local issue you feel strongly about. The incentive in this issue will be a meal for two at Chicago Rock Café in Nuneaton, Stratford or Coventry.

Thanks, Communications team.



Neville shares a seasonal glass of bubbly with Warwickshire County Council's bear mascot

Name
Address
Comment

The draw will take place on 28 March 2003

Planning system to be overhauled

What does this mean for Warwickshire?



New housing developments

The Government has set out to change the planning process. If adopted, the proposals detailed in a Bill laid before Parliament on 4 December last year, would have massive implications for Warwickshire. The Government's plan includes abolishing county structure plans that provide the broad framework for new development in counties. In place of structure plans would be a wider regional plan produced by a Regional Planning Body and a more local development plan produced by district councils that would seek to balance developments across each district.

So why does this matter to me?

If the Government gets its way, decisions about the future of Warwickshire, such as locations of new industrial and commercial developments, could be made by an unelected regional body of people with little or no connection to, or detailed knowledge about, the County. County Councils may be asked to provide technical expertise and lead on sub-regional parts of the strategy, but only at the discretion of the regional body.

But surely these are only proposals?

Despite a consultation exercise that revealed massive opposition to their suggestions - the majority of which were from the public and the business sector (approximately 90% of respondents rejected the proposal to abolish structure plans) - the Government intends to proceed with their proposals. We will continue to seek to improve the Government's

proposals, to ensure our statutory role in the future planning system continues. We believe this is vital to ensure that future planning decisions reflect the needs of Warwickshire residents.

For further information please call (01926) 410410.



Building business on new commercial parks

Who decides what?



County Council headquarters at Shire Hall, Warwick



Warwickshire's current Cabinet of Councillors

We know many people are often confused about "who exactly decides what" and "how can I flag up a problem in my local area?" so we decided to try and explain it a little here to help de-mystify the process.

Your views and concerns are represented at County level by 62 elected county councillors who draw up and direct the County Council's policies. Each councillor represents residents from a different area of Warwickshire (known as constituencies) and each stands for election every four years. You can find out who your local County Councillor is by:

- ▶ looking on our website www.warwickshire.gov.uk ;
- ▶ picking up a Councillor leaflet in your local library ; or
- ▶ calling us on **01926 412758** for a copy of the Councillor leaflet to be sent to you.

Regular meetings

A Cabinet of councillors meets every 2 – 3 weeks, it operates in a similar way to the Government's Cabinet in that each member has a responsibility for certain services or aspects of our work. The Cabinet makes decisions on key matters of public interest and major policies within a framework agreed by full council. Council meetings (which involve all 62 councillors) take place at Shire Hall in Warwick six times a year.

The leaders of the Conservative Party (Gordon Collett) and Liberal Democrat Party (Jerry Roodhouse)

In Warwickshire your Cabinet is made up of:

Ian Bottrill

Council Leader and Chair of Cabinet



Bransby Thomas

Deputy Leader and Cabinet Member for Government and Performance Management (eg. looking at national and regional local Government issues)



Martin Brassington

Cabinet Member for Supporting Communities (eg. looking at crime & disorder reduction, public health)



John Haynes

Cabinet Member for Public Information and Safety (eg. looking at the services of libraries, trading standards and fire and rescue)



June Tandy

Cabinet Member for Regeneration and Planning (eg. looking at unemployment issues, economic development)



Ken Browne

Cabinet Member for Transport, Environment and Rural Affairs (eg. looking at highways, public transport and waste disposal)



Richard Grant

Cabinet Member for Schools



Mick Jones

Cabinet Member for Young People, Lifelong Learning and Families (eg. looking at family support, post-19 education and social care)



Sid Tooth

Cabinet Member for Adult Services (eg. looking at people with disabilities, services for older people)



Tim Naylor

Cabinet Member for Resources Management (eg. looking at the Council's finances, property and information technology)



also attend Cabinet meetings as non-voting invitees. Members of the opposition parties form Scrutiny and Review Committees and these have the power to question decisions that the Cabinet makes.

Typical decision

A typical Cabinet decision is one that was made at the November 28th Cabinet meeting when all members backed recommendations to establish an Early Years' Learning Centre in Nuneaton. Plans to amalgamate a nursery school unit with Camp Hill Primary School in Hollystitches Road were backed by councillors. The creation of the new centre will



Gordon Collett



Jerry Roodhouse

provide both childcare, nursery education and support for children with additional developmental needs from birth through to 11 years. Managed by Camp Hill Primary School, the proposed centre will also house an Early Years advisory team offering advice and support to providers in the foundation stage of learning, and potentially training facilities for parents.

Future decisions

Your councillors meet regularly and are always happy to share and discuss any concerns and issues you may have.

On page 13 you can see all the key dates when your councillors will be meeting over the next few months.

In the next issue of Warwickshire View we'll look at how decisions are made at local area level, and how you can become actively involved in this and help make a difference to your area.

New State-of-the-Art High School



When our nationally acclaimed Stratford High School opened its doors in October, it was immediately declared a blueprint for future education establishments. The first comprehensive school to be built in Warwickshire for 30 years, the £13 million self-financing project (funded in partnership with local businesses) provides the latest modern teaching environment - incorporating up to the minute technology within a truly innovative environmentally friendly building.

'Cruise liner at night'

Maggie Phalp, English teacher at Stratford High School, said: "We have a data projector, five fully-equipped pc rooms, phones in most rooms and carpets everywhere. The kids can't believe it - they think the school looks like a cruise liner at night - and this has inspired intense loyalty from them. There's a feeling they must be worth something to have such a fantastic building." It is hoped the new school will set a new nation-wide standard for future school environments.



Family visit No. 10

A family from Warwickshire presented a petition of more than 200,000 signatures to Downing Street last October, on behalf of thousands of Warwickshire people.

The petition had been raised in support of the County Council's 'Fair Funding Campaign', which was launched last year, and called on the Government to give Warwickshire more money for the County's schools.

Presented by Graham and Jayne Barrow, and their three children, Katie, aged 13, Natalie, aged 11, and Craig, aged 7, the family, from Cubbington, were representing all the families of Warwickshire who had signed the petition in concern at the unfair funding of Warwickshire schools over many years.



Craig Barrow protests at unfair funding



Budget workshop

A SERIES of workshops designed to seek taxpayer views on the level of council tax and how the County Council spends their money has proved a success.

Residents and representatives of local groups and businesses attended a number of our budget consultation meetings throughout November, giving them a chance to air their views and discuss the effects of County policies on budgets e.g. recycling, council tax, Government grants and measures used by council departments to reduce costs.

'Much happier'

Local resident, Derek Booth, said: "I was delighted to have an invitation to the workshops and to respond to the questionnaire. I was feeling a little out of my depth and mesmerised by the figures that were produced when I arrived, but it is now clear where my own money from council tax rates is spent and I

am much happier for participating in the exercise."

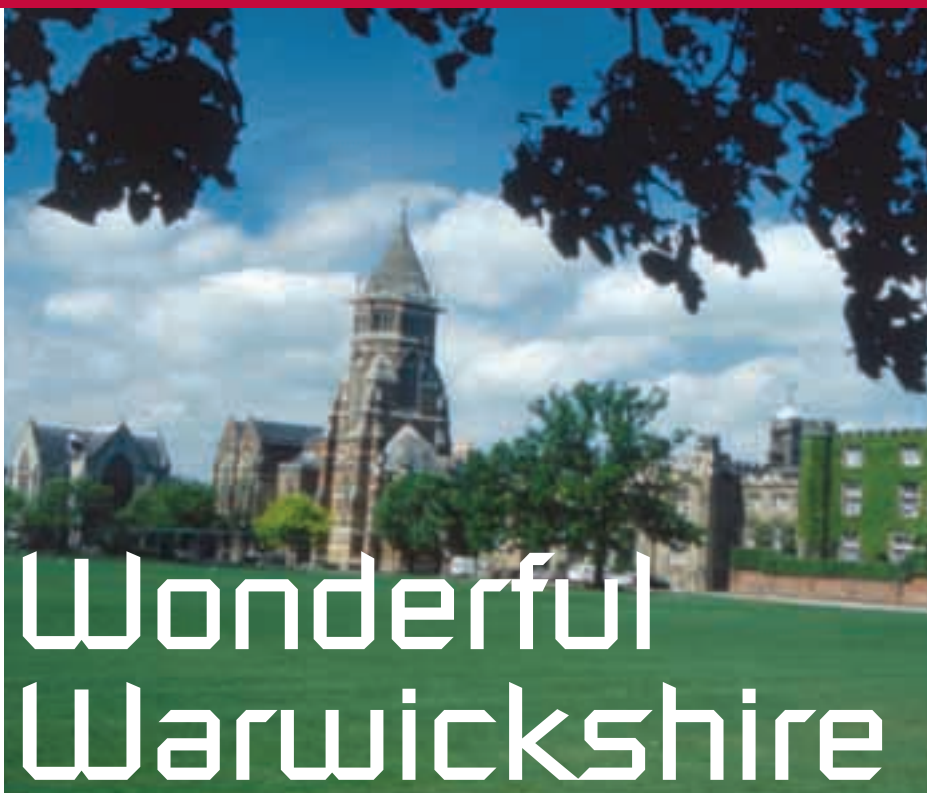
Questionnaires were also sent out prior to the workshops. County



Residents assess financial planning at the Warwick workshop

Council Treasurer Dave Clarke, who organised the workshops, said the aim of the survey was to seek views on service priorities, what is an acceptable level of council tax and to increase public understanding of the services and funding of the County Council.

The County Council's budget for 2003 is currently being planned by councillors, and will be announced on 11 February.



Wonderful Warwickshire

AN ATTRACTIVE rural area served by historic market towns, alongside slices of urban living. That's just one of the verdicts on Warwickshire, and it seems its half a million citizens would back it.

In a recent citizens' panel survey run by the County Council, residents were able to identify many good things about Warwickshire and a huge majority across all five districts described themselves as 'very' or 'fairly' satisfied with the County.

'Best move ever'

One contented customer is Warwick resident, Helen Cheatham, who retired to the town's Heathcote Park Estate six years ago with her husband, Fred, and maintains it was 'the best move ever'.

"Warwickshire has everything on the doorstep, including the Cotswolds," she said. "We moved from Solihull and are very pleased we did because we live on a lovely estate – it's very secure and there's a library call every

week."

"We also think Warwick Hospital is a wonderful place after my husband had major surgery there earlier this year. Both the staff and the building itself were fantastic and we had no qualms at all about going there."

Mrs Cheatham also praised her local

refuse collection as 'second to none.'

"They never let us down, there is never any mess and the men are always cheerful," she said.

"The rail network is good but there are

also so many nice places to walk."

Thank you Mrs Cheatham for sharing your thoughts with us.



Warwickshire resident Helen Cheatham

Warwickshire has everything on the doorstep, including the Cotswolds

If you're proud to be a 'Warwickshirian', we'd like to hear from you too and enter you into a prize draw for the most interesting reason why!

Send us your name and address, the reason why you love this County so much and a photograph of yourself against your favourite landmark (all photographs returned).

In short



▶ A RECENT survey showed that residents make extremely good use of council services. It revealed that libraries are most likely to be used, with 70 per cent of people questioned benefiting from them. This was followed by country parks (frequented by 60 per cent), museums and other heritage services – along with schools – used by 40 per cent of citizens.

In short

Pooley fields solar power

In an innovative environmental move, Pooley Fields features a heritage and education building powered by wind and solar generated electricity and boasts 'grey water' – recycled rain water – in the toilets.

Intriguingly, its dedication to renewable energy reflects a similar approach by the mine itself 80 years ago, when it was the first coal mine in the country to generate its own electricity from surplus steam used to drive the winding gear.

The mine went on to supply electricity to Polesworth, Tamworth and much of the West Midlands through the National Grid.

Bidford-on-Avon joins up

Thanks to the County Council, Bidford-on-Avon now boasts a modern £2m community building which comprises a junior school,



Childrens area in the library

library, nursery and parish council accommodation.

This is a new move for the County Council as a modern example of joined-up multi-functional services.

Pooley Fields Heritage Centre

A DISUSED colliery site - turned wildlife haven - has provided the people of Polesworth with a historical and ecological experience on their doorstep.

On the site of the former Pooley Hall Colliery, the centre provides an insight into mining history and sustainable energy generation – wind and solar – as well as rainwater re-use and nature conservation, with a Site of Special Scientific Interest covering a third of the area.

Many visitor attractions

The many attractions on offer at Pooley Fields Heritage Centre include a visitor centre featuring a coal mine experience, a DVD film of an ex-Pooley miner's experiences, mining memorabilia, water conservation techniques and a café.

The colliery ceased coal mining on Good Friday 1965. After 34 years of disuse and with assisted funding from a variety of grant aids, Warwickshire County Council acquired the 62.5 hectare site in 1999 from the Coal Authority on behalf of the local community.

Well worth the visit

The Heritage Centre is well worth a visit to appreciate the diverse experiences and informal leisure pursuits it offers, and as well as by car, is easily accessible by foot and cycle along the towpath of the Coventry Canal.

Pooley Fields Heritage Centre is



The Heritage Centre

located at the end of Pooley Lane, 5 minutes from Junction 10 M42 off the B5000 Tamworth to Atherstone road, near the centre of Polesworth in North Warwickshire.

MAKE YOUR PLAN. GET OUT ALIVE!

It's 2.30am. You awake suddenly. An acrid smell fills your nostrils. It restricts your breathing and starts you coughing. You reach to turn on a light. The electricity has gone off. You're in pitch darkness and unable to find your way out. You can't find the door let alone your kids. Your home is filled with thick black smoke. **There's a fire and you're trapped.**

Would you know what to do should fire start in your home?

By making a Fire Action Plan (which should include identifying all practical escape routes and regularly conducting your own fire drill) and installing a smoke alarm you can save yourself valuable time and escape before it is too late. For further information and practical steps in creating your Plan, click onto www.warwickshire.gov.uk

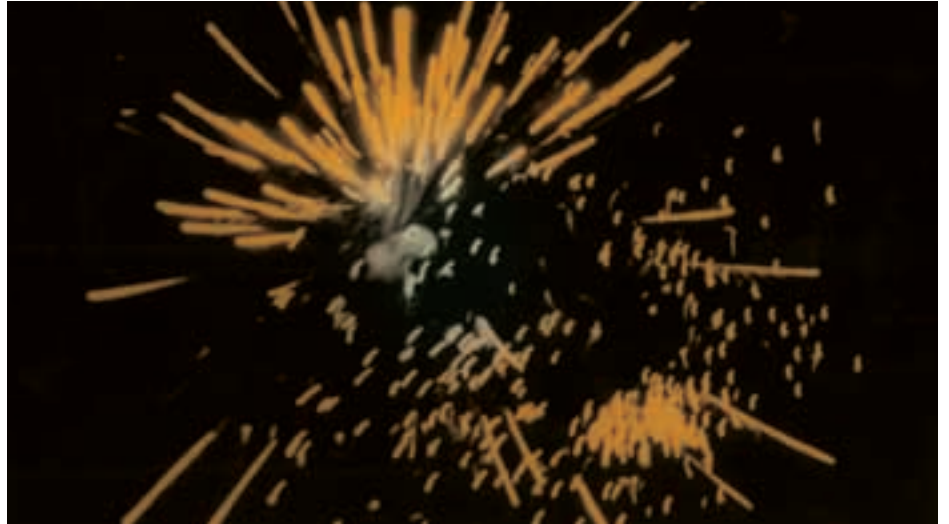
New Year = New Start!

That's the theme of new year celebrations for many people – and not just in traditional English culture.

Warwickshire County Council has a long record of helping people from many different cultures celebrate their own key festivals – from Diwali, which marks the start of the Hindu New Year in November, to festivities for the Chinese New Year which usually falls between late January and mid-February.

Many schools help pupils celebrate each other's festival occasions, through lessons, assemblies and special events. A recent Diwali project at Eastlands Primary School, Rugby was supported by the County Council's new Bidy Roberts Memorial Fund, which helps fund artist-led school events focusing on cultural diversity. Other County Council services like the Intercultural Curriculum Support Service (ICSS), also help teachers develop cross-cultural curriculum events and resources.

In the past, funding has also been available from the County Council's



Race Equality Budget, to help communities celebrate a range of cultural events – from New Year festivals to events marking Black History Month, which took place in October.

For this coming year, however, Race Equality workers at the County Council are themselves planning a fresh start. They are moving away from short-term funding of multicultural festivals and instead

want to help link festivals into work supporting more long-term goals amongst Black and Minority Ethnic communities, like health and fitness, lifelong learning, and social inclusion. An example of this would be health promotion sessions with older Asian men's groups in Leamington - building awareness of these issues, and how they can help themselves to live healthier lives.

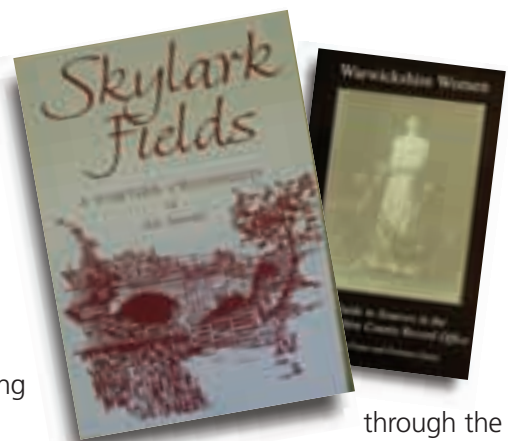
A trip down memory lane...

We run your schools, manage your roads and register births, marriages and deaths to name but a few. But did you know your County Council also publishes a diverse range of books: you may have read "Dialogues", a collection of poetry by local school children or seen a copy of "Warwickshire Women" a look at the history of women's lives in

Warwickshire.

Our latest launch is the publication of a charming account of a young boy growing up in Warwickshire during the 1940s.

First published by us in 1990, a new and updated edition of the book shows both the wit and charm of local resident Alan Sheasby who has truly captured the spirit of the 1940s



through the eyes of a boy of the times.

If you live in Warwickshire, then Skylark Fields (available from all Warwickshire libraries priced £6.50) is the perfect relaxing read to ease you into the new year.

Aquila Systems Power Failure



WARWICKSHIRE County Council is extremely concerned that numerous residents were without power for more than 100 hours following the storms of 27 October. We are also disappointed that power supplier Aquila Systems has refused to compensate those affected, many of whom are potentially eligible for hundreds of pounds of compensation.

The County Council condemns Aquila's failure to provide adequate compensation and our Chief Executive, Ian Caulfield, has stated he will write to the Energy Minister to express our reservations.

Customers who feel they are entitled to compensation should apply to independent gas and electricity consumer watchdog – energywatch – to challenge Aquila's decision. A spokesperson for energywatch said Aquila's refusal to compensate customers could be overruled by power regulator Ofgem who would make the final decision.

Those affected should contact energywatch on 08459 060708 or complain on-line at www.energywatch.org.uk and make it clear how long their energy supply was cut off and the subsequent impact.



WASTE MANAGEMENT

Media personality Jack Lindsey tells why Composting is vital to Warwickshire

As Supervisor of the County Council's nine recycling centres, Jack Lindsey is not only totally committed to recycling, he is a nationally recognised expert on composting. Indeed he has advised the Archers production team on the subject, and appeared on 'Gardeners Question Time' as a panel member. His sense of humour has also made him a popular speaker to many gardeners clubs and other interested groups.

A life long challenge

Experience gained as head gardener for both Brynderwen Court and Ragley Hall developed a passion in Jack to educate people about the value of composting and the importance of waste management. His role in reducing the amount of waste going to landfill sites is important, as last year Warwickshire tax payers paid almost £3 million in landfill tax. This will increase year on year and by 2005 the landfill tax cost will rise from £13 to £30 per tonne. So reducing the amount of waste going to landfill should be a major priority for all of us.

New projects

Jack and his colleagues are currently working on a pilot project involving a Sydenham school. If successful it should both educate children to the environmental benefits of reducing waste and financially reward the

school (e.g. if a school recycles one tonne of paper the Council will reimburse the school with the amount of money it would cost the Council to put it in a landfill site). The best school at doing this is Rokeby School in Rugby. Lessons learned can then be passed on to all schools in the County. A member of the County Council's Waste Management Team, Jack also works with colleagues in the district/borough councils to meet the County Council's waste reduction target for Warwickshire. If successful, we should not only improve Warwickshire's environment but help reduce some costs too in the process.

If you would like more information about composting and recycling then phone us on 01926 410410.



Jack Lindsey

Warwickshire Rated 'GOOD'!!

With over 16,000 dedicated employees working in 500 locations across the County, we spend around £400 million every year in providing the services our 500,000 citizens require. But how well do we deliver these services? That is the fundamental question which the Government has been asking all county, unitary and metropolitan councils over the last six months.

This process of questioning, called Comprehensive Performance Assessment (CPA), took place in a number of stages. As a first step, Warwickshire County Council did its own assessment of how we



measured up, taking a clear and honest look at our weaknesses as well as our strengths.

The second stage was a visit by an Inspection Team who looked at results from our key service areas, our performance indicators, OFSTED and SSI reports (the statutory bodies responsible for inspecting education and social care) along with meeting members of the public, our councillors and staff to form an

overall assessment of how we operate as an organisation and how well we are performing now; The Team also focused on our capacity to improve and then came to an overall judgement on our performance.

We are delighted to report that Warwickshire's overall score was 'Good'

National league table

On 12 December the Audit Commission concluded its findings and published a CPA league table of the country's biggest councils. The scoring system used a five point scale based on Excellent, Good, Fair, Weak or Poor. We are delighted to report that Warwickshire's overall score was 'Good'

What will CPA mean?

As a result of the CPA, those councils whose performance is in the Excellent or Good categories (like ours) will be rewarded with increased freedoms and flexibility in the way they manage their affairs and conduct their business.

How is Warwickshire County Council responding to its judgement?

We're delighted with our result which confirms we are widely regarded as a successful Council, but



we also know we need to improve in some areas. We have put together an improvement plan to help us improve our service delivery.

What happens next?

We will hold to our commitment of continuous improvement and continue to work in partnership with others, as we believe strongly that this has been a key factor in our achievements so far.

If you would like to know more about the CPA and the Council's future plans then please contact us on 01926 410410.



How can you help?

Regular feedback and information is vital to us so that we know what you think. Please continue to send us your thoughts and opinions on our services (address details on back cover).

What a lot you've got...

- ▶ Up to 10 free books a month
- ▶ Five CDs or talking books a week
- ▶ Four videos or DVDs
- ▶ Free computer use
- ▶ Large Print
- ▶ Information
- ▶ Children's Library

Need to know...

Almost anything? Whether it's how many people there are in the country to what the Latin name is for chickenpox – contact your local library. We answer more than half a million questions a year – we can probably help you with yours!

Surf or e-mail...

Fast internet access at all libraries – it's free and no-one's going to yell about the phone bill! Book sessions to be on the safe side.

Go WILD in Warwickshire...

Searching for a book? Why not check out WILD – the Warwickshire Interactive Library Database allows customers to renew books and search the library catalogue from the internet.

To go WILD in Warwickshire visit www.warwickshire.gov.uk/wild

Did you know...

That most libraries are open on Saturdays and Sundays and in the evenings too! We have 32 libraries and four mobile libraries. To find out about opening hours or to join up contact your nearest main library or click onto **Web: www.warwickshire.gov.uk (click onto L for Libraries)**



◀ Rugby Library

▼ A typical library user

▼ (bottom) Young Readers- 3 year old Tyran Coathue and Honor Smith were the first local youngsters to make use of the new Bidford Library and information centre. Pictured with Honor's mother, Helen

THE MODERN DIGITAL LIBRARY

Remember the good old days when you could rely on the library to be brown and dusty and be guaranteed frosty looks if you crackled your newspaper? Well it's time to look again - we've been busy blowing the dust off our libraries and creating warm, inviting havens where you can enjoy activities as diverse as setting up a free e-mail account or joining an aromatherapy session.

Visiting from home

One of our 236 library assistants, Maria Poulton, says "Books are still what we do best. But the new Warwickshire library is also about so much more. How many people know that you can work from home at the library? All our libraries have computers which can be used free for anything from booking your holidays over the internet to achieving your secret ambition to write your memoirs."

Free internet access

Free access to the internet has been an attraction for many visitors. Barry Gibbs from Leamington told us "The internet had always seemed daunting and a little scary before I asked one of the library assistants to help me understand it. Now I

know how to send and receive e-mails, surf the net and find obscure facts and have fun whilst I learn. It really has opened up a hive of information and I don't think I could manage without it. I use the library's



internet service at least three times each week to access information for projects and for recreation. The library's internet access provided me with invaluable resources during my degree and is simple and easy to use."

CDs, videos, DVDs

And if the technological age leaves you cold, remember we stock almost one million books – you can borrow up to 10 every month. So if it's a while since you've called into your library – why not come and judge for yourself? If you don't need books, CDs, videos, DVDs or a computer, you can simply relax and read the papers with a cup of coffee – but mind you don't crackle the pages!



PICTURE SUPPLIED BY STRATFORD HERALD



Events and County Council meetings



Date	Event	Venue	Time	Date	Event	Venue	Time
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February 2003

1	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00
5	Nuneaton Farmers Market	Abbey Street, Nuneaton	9.00 – 14.00
6	County Council Meeting	Shire Hall, Warwick	13.45
8	Kenilworth Farmers Market	Abbey End, Kenilworth	9.00 – 14.00
8	Southam Farmers Market	Market Hill, Southam	9.00 – 14.00
11	County Council Meeting (all councillors)	Shire Hall, Warwick	10.00

17 - 21 Spring Half term

13	Warwickshire School Organisation Committee Meeting	Manor Hall, Leamington	18.45
15	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00
17	County Youth Conference	Leamington Fire Station, Warwick Street	12.00 – 21.00
18	Employment and Inclusion Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
18	Crime and Safety Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15
19	Warwickshire Police Authority Meeting	Shire Hall, Warwick	10.00
21	Warwick Farmers Market	Market Place, Warwick	9.00 – 14.00
22	Leamington Farmers Market	Pump Room Gardens, Leamington Spa	9.00 – 14.00
25	County Council Meeting (all councillors)	Shire Hall, Warwick	10.00
26	Bedworth Farmers Market	Covered Market, Bedworth	9.00 – 14.00
27	County Council Cabinet Meeting	Shire Hall, Warwick	13.45
27	Rugby Farmers Market	Market Place, Rugby	9.00 – 14.00
28	Coleshill Farmers Market	Church Hill, Coleshill	9.00 – 14.00

March 2003

1	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00
4	Environment and Rural Affairs Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
4	Health and Welfare Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15
5	Learning Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
5	Stratford on Avon Area Committee Meeting	Stratford District Council Offices	16.30
5	Nuneaton Farmers Market	Abbey Street, Nuneaton	9.00 – 14.00
8	Kenilworth Farmers Market	Abbey End, Kenilworth	14.00
8	Southam Farmers Markets	Market Hill, Southam	9.00 – 14.00
11	Regulatory Committee Meeting	Shire Hall, Warwick	10.00
11	Corporate Services Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15
12	North Warwickshire Area Committee Meeting	Venue to be confirmed	18.00
13	County Council Cabinet Meeting	Shire Hall, Warwick	13.45
15	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00

18	County Council Meeting (all councillors)	Shire Hall, Warwick	10.00
19	Rugby Area Committee Meeting	Town Hall, Rugby	18.30
21	Warwick Farmers Market	Market Place, Warwick	9.00 – 14.00
22	Leamington Farmers Market	Pump Room Gardens, Leamington Spa	9.00 – 14.00
25	Warwick Area Committee Meeting	Shire Hall, Warwick	18.00
26	Nuneaton and Bedworth Area Committee Meeting	Town Hall, Nuneaton	18.00
26	Bedworth Farmers Market	Covered Market, Bedworth	9.00 – 14.00
27	Rugby Farmers Market	Market Place, Rugby	9.00 – 14.00
28	Coleshill Farmers Market	Church Hill, Coleshill	9.00 – 14.00

April 2003

1	Health and Welfare Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
1	Crime and Safety Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15
2	Nuneaton Farmers Market	Abbey Street, Nuneaton	9.00 – 14.00
3	County Council Cabinet Meeting	Shire Hall, Warwick	13.45
5	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00
8	Employment and Inclusion Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00

11 End of Spring Term

12	Kenilworth Farmers Market	Abbey End, Kenilworth	9.00 – 14.00
12	Southam Farmers Market	Market Hill, Southam	9.00 – 14.00
15	Corporate Services Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
15	Health and Welfare Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15
17	County Council Cabinet Meeting	Shire Hall, Warwick	13.45
18	Warwick Farmers Market	Market Place, Warwick	9.00 – 14.00
19	Stratford Farmers Market	Rother Street, Stratford upon Avon	9.00 – 14.00
22	Environment and Rural Affairs Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	10.00
23	Bedworth Farmers Market	Covered Market, Bedworth	9.00 – 14.00
24	Rugby Farmers Market	Market Place, Rugby	9.00 – 14.00
25	Coleshill Farmers Market	Church Hill, Coleshill	9.00 – 14.00
26	Leamington Farmers Market	Pump Room Gardens, Leamington Spa	9.00 – 14.00

28 Summer Term Starts

29	Regulatory Committee Meeting	Shire Hall, Warwick	10.00
29	Learning Overview and Scrutiny Committee Meeting	Shire Hall, Warwick	14.15



Roadworks For latest information please visit www.warwickshire.gov.uk and click on 'T' for Transport.

Information is correct at time of going to press. Before making your journey, please ensure that any details have not changed by phoning 01926 410410 or clicking onto www.warwickshire.gov.uk

YOUR VIEWS

We've had an amazing response to the 1st issue of Warwickshire View; many thanks for your overwhelming support and endorsement of your new newsletter. **Here's a small selection of the great comments we received...**

"Well done to Warwickshire CC for this new magazine! All our neighbours have commented that it certainly helps to create a new, pro-active and vital relationship between the ratepayers and the council.

Many previously only heard about things third hand, through the media.

This mag helps to bridge that gap which can only bring about an improved sense of belonging in our local community.

I also commend you for the six key aims: They are simple and concise but by their nature dynamic and far reaching. My family wish you every success in helping achieve these vital aims for all our benefit"

J & M Best, Kenilworth

"In short - more information in this magazine than in months of newspaper reportings - well done!"

J Watson, Nuneaton

"A fantastic idea, an easy reading way of catching up and finding out about local community issues"

Miss J Symonds, Barford

"The whole of Warwickshire View is very enlightening. Good to know what everyone else is up to"

Mrs Wiggington, Rugby

Write to: Communications Division, Chief Executive's Department, Warwickshire County Council, P.O Box 9, Shire Hall, Warwick, Warwickshire, CV34 4RR

Know your rights



Over the hectic Christmas shopping season and the New Year Sales rush, many of us shoppers and bargain hunters have been bombarded with numerous "too good to be true offers". But as the excitement begins to settle down and we take a closer look at our purchases, County Council trading standards officers want to ensure that we are aware of our consumer rights, and know what to do if things go wrong.

Shoppers are advised to:

- ▶ Don't be fobbed off by notices such as 'no sale goods exchanged' or 'no cash refunds'. If the sale goods you buy are

faulty or mis-described then you do have a claim against the trader.

- ▶ But remember, if the product is labelled 'shop soiled' or 'marked on the sleeve' or you are given this information verbally, then this may affect your legal rights.
- ▶ If upon opening the goods at home you find they are faulty or have been mis-described, you are entitled to a refund, as long as you return the goods within a reasonable time, and with proof of purchase. Just follow our guide:

1. Return the goods as soon as possible. If you don't you may only be entitled to a repair or

replacement.

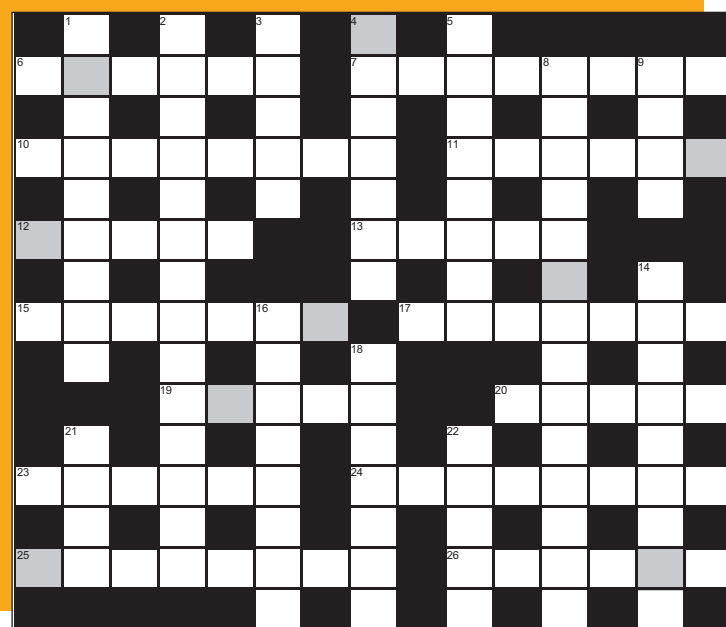
2. Take some proof of purchase with you – a receipt is best, but a bank statement, credit card slip, or other proof of purchase is also acceptable.
3. Remain calm and try and speak to the manager.
4. If you do not receive a satisfactory answer, put your complaint in writing, keep a copy, and send it recorded delivery.
5. If you are still experiencing problems, contact your local Trading Standards Service, (Warwickshire consumers can contact 01926 414000, or visit www.warwickshire.gov.uk).

COFFEE BREAK

When you've solved the crossword, rearrange the letters in the shaded squares to reveal one of the county's most useful information resources. **Solution see page 19**

DOWN

- 1 One who communicates by studying the face of a speaker (3-6)
- 2 Native of our county (see page 7) (14)
- 3 Pedestrian byways and rights of way (5)
- 4 First course of a meal before the main dish (7)
- 6 Repository for household waste (see page 10) (8)
- 8 Districts or the voters therein (see page 4) (14)
- 9 Biblical garden representing paradise (4)
- 14 One of the ceremonies recorded by county registers (9)
- 16 Mr Cooke, long-standing presenter of Letter From America (8)
- 18 Satirical contempt - the lowest form of wit? (7)
- 21 Satisfactory County Council score (see page 11) (4)
- 22 What we all pay towards local and national services (see page 6) (5)



ACROSS

- | | |
|--|--|
| <ol style="list-style-type: none"> 6 Capital of Albania (6) 7 Britain's first woman Prime Minister (8) 10 Leslie, who for many years hosted The Price Is Right (8) 11 State capital of Colorado (6) 12 Native coniferous tree (5) 13 Pen name of Warwickshire-born author Mary Ann Evans (5) 15 TV satellite launched in 1962 (7) | <ol style="list-style-type: none"> 17 Extensive range of flat, elevated land (7) 19 Holiday island famous for its nightlife (5) 20 Name of eight British kings (5) 23 First 'S' of the USSR (6) 24 Drawing material made from burnt wood (8) 25 Enlarged glands at the back of the nose (8) 26 Small hole for laces (6) |
|--|--|

Finding the information that you need can sometimes be a struggle. For example, where do you start to find information on local buses or how to get the street light outside your house repaired. If you are aged 50 or over and live in Warwickshire, then the Vintage telephone helpline is for you.

VINTAGE

Helpline

0845 6005585

Monday – Friday 8am – 5pm

The telephone information helpline that answers older people's questions

Vintage stands for 'Virtual Information for the Third Age'

In short



More residential care

During 2002-03, the County Council was awarded £1.7million from the Government to reduce delayed hospital discharges and prevent unnecessary hospital admissions. Almost £700,000 is being invested in extra residential home places and over £230,000 is being spent on more specialist residential care places for people with dementia.



Picture posed by model

Mental health

Having more say in your medical treatment and better communication between professionals and people receiving services were just some of the comments made by mental health service-users at recent conference in Warwickshire. The conference was organised by the County Council to get service-users' views on how they can get more involved in developing and planning services.

Improving health

The County Council is committed to promoting the lifelong health and well-being of Warwickshire people.

Two new developments – the appointment of a Director of Social Care and Health to focus on health issues, and new powers for county councillors to scrutinise the NHS – will help us towards our goal of a healthier Warwickshire.

New appointment

Marion Davis, formerly Head of Community Care Services with the City of Plymouth, took up the Director role in January. She will

We'll be using your views, together with feedback from our other public consultations, for this year's health scrutiny programme.

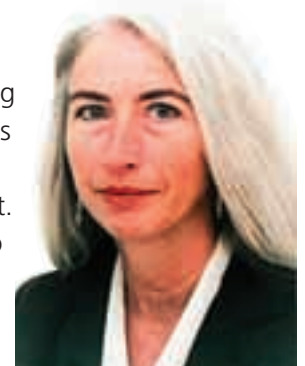
be building on our extensive work with the NHS to make better use

of resources and offer more co-ordinated support to people who need both social services and health care.

Health scrutiny

Under new laws county councillors will have the power to scrutinise health services. Thank

you to all our readers who wrote in telling us which areas they felt we should look at. It was clear to see that waiting times and prompt access to more



Marion Davis

local medical services topped your concerns. We'll be using your views, together with feedback from our other public consultations, for this year's health scrutiny programme.



Queen's Speech

The inclusion in the Queen's Speech of a bill giving councils greater control over their affairs has been welcomed by Local Government leaders.

The Local Government Bill will give councils more freedom to decide how and where to spend on investment projects. Other clauses will free up authorities' ability to trade and set charges based on local circumstances, rather than central direction. Many other bills outlined in the Speech will also have important implications for our council's role, function and structure.

Below is a summary of the key points that affect us:

Delayed hospital discharges

This bill would require local authorities to reimburse the NHS in cases of delayed discharges due to the appropriate social services not being in place.

Planning

The key aims of this bill are to speed up the planning system and improve community participation in planning. If adopted, this would have huge implications for Warwickshire by abolishing county structure plans that provide the broad framework for new development in counties.

The County Council welcomes some aspects of this bill but



will be seeking to improve others (see page 3 for further information).

Anti-social behaviour

This bill will bring in a range of measures such as making it easier to evict nuisance tenants and curbing the dangerous use of airguns, fireworks and other anti-social behaviour that damages communities.

Licensing

The Licensing bill will introduce flexible opening hours to help minimise public disorder.

Would you like to teach or care for vulnerable people?

If so, an...



...exciting new career prospect awaits you!

People working in these careers make a positive difference to the lives of others. If you want to be in a job that satisfies you and will offer you a reward package that meets your needs – give us a call.

At Warwickshire County Council our commitment to continuously improve our services means that we are constantly seeking to recruit staff to certain jobs which are experiencing a national skills shortage. If you are interested in an education post contact Sinead Hurst on **01926 418509** or, for vacancies within Social Services, contact Jim Canning on **01926 736267**. All vacancies can be found on our web site at **www.warwickshire.gov.uk**.

Warwickshire County Council is an Equal Opportunities Employer.

Future development:

We would like to balance the increased travel demand with the impact on the surrounding environment.



Government Consultation on Airport Development in the Midlands

Thank you to those readers who completed our survey and helped the County Council in its response to the Government on Airport Development in the Midlands.

Nearly 4,000 questionnaires were returned, the vast majority of which stated "NO THANK YOU" to the creation of a new airport between Coventry and Rugby.

The County Council's formal response, which can be read on our web site

www.warwickshire.gov.uk (click on the aeroplane graphic) or by calling 01926 412126 to obtain a copy, was sent off on 29 November in time to meet the Government's 30 November deadline. Our position is unaffected by the Government's new May 2003 deadline for consultation on Gatwick Airport expansion options.

Strong opposition

Our collective feelings can be summarised as follows: the County Council has strongly opposed the option for a new international airport between Coventry and Rugby and wants the Government to reject this option as soon as possible. It supports progressive development for Birmingham International Airport providing measures are taken to alleviate the environmental impacts and manage demand, including

Airport to work with adjoining local authorities to ensure an acceptable modified option.

The Council has objected to any expansion of Coventry airport unless a full assessment of the impacts on the local environment and local community demonstrates that any expansion would be acceptable.

Next steps

Government has extended the consultation period for it to canvass views on the effect of options for the expansion of Gatwick on the distribution of new runway capacity around the South East. This will delay the issue of the White Paper on Airport policy promised by at least six months - to the end of 2003. As a consequence, the County Council has urged Government to take the

opportunity without delay to exclude the Rugby new airport option to avoid prolonging the blight hanging over communities.

Nearly 4,000 questionnaires were returned, the vast majority of which stated "NO THANK YOU"

improvements to road and rail transport infrastructure.

The County Council also wants the Government and Birmingham



Q AND A'S

We receive more than half a million enquiries a year from the public through our telephone switchboard (01926 410410). These are some of your most frequently asked questions.

Q I am registered disabled and need a blue parking badge. Please can you tell me how to get one?

A **Just call us on 01926 410410 and we will put you through to the office that issues blue badges in your area.**

Q I have noticed a fallen tree on a local road that needs attention, who do I need to contact?

A **To report any highway repairs, such as potholes, flooding or fallen trees please contact our County Highways Customer Services on 01926 412515.**

Q I have noticed that my elderly neighbour needs some assistance around the house. Can you help?

A **If you are concerned about a vulnerable person living on their own and requiring help, please contact us on 01926 410410 and we will put you in touch with a variety of services eg. home care, occupational therapists and day care.**

Q When does the next school term start?

A **For school dates please see page 13**

Q There is streetlight on my road that is not working, can you fix it?

A **To report any street lighting problems please contact 01926 412922**



Picture supplied Coventry Evening Telegraph



www.warwickshire.gov.uk

ACROSS 6 Tirana 7 Thatcher 10 Crowther 11 Denver 12 Larch 13 Elliot 15 Telstar 17 Plateau 19 Ibiza
20 Henry 23 Soviet 24 Charcoal 25 Adenoids 26 Eylet
DOWN 1 Lip-reader 2 Warwickshirian 3 Paths 4 Starter 5 Landfill 8 Constituencies 9 Eden 14 Marriages
16 Alistair 18 Sarcasm 21 Good 22 Taxes **Hidden word: Libraries**

SOLUTIONS

Our Services

Archaeology
Arts
Births, Marriages and Deaths Registration
Business Support
Childcare Information Services
Construction
Consumer Advice
Country Parks and Recreation
Cultural Information
Disability Services
Economic Strategy
Education
Employment
Farms and Forestry
Fire and Rescue
Foster Care
Grants
Homecare
Libraries
Planning
Regeneration Projects
Residential Homes
Roads, Footpaths and Rights of Ways
Safety
Social Care
Trading Standards
Transport
Waste Management



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
email: views@warwickshire.gov.uk
Write Communications Division
Chief Executive's Department
Warwickshire County Council
P.O Box 9
Shire Hall
Warwick
Warwickshire
CV34 4RR

Our normal office hours are 9-5.30 weekdays, however by calling the above telephone number you can obtain advice, help or signposting to any of our services from 8-8 weekdays.

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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