

News Central

The magazine from Central Bedfordshire
Council for everyone living in our area

Making Central Bedfordshire a great place to grow up

Issue 9 - January 2010

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**Central
Bedfordshire**

Welcome!



Welcome to the first edition of News Central for 2010. Have New Year Resolutions already been forgotten? Did they involve slimming and trimming?

Central Bedfordshire is no exception. Whilst trimming next year's budget we are in the process of slimming down the organisation, making it leaner, more fit for purpose and making every pound work harder. But, if you have enjoyed over-indulging at Christmas, we have the answer.

Join one of our Leisure Centres where you will find qualified fitness

trainers who can help you find the best programme to keep fit, and trim off a few inches. Of course you could also switch from driving to walking or cycling, which would also help keep you fit and cut carbon emissions.

If you want to broaden your mind why not take an adult or family learning course and make the most of our special offer by enrolling a friend? (see below)

You asked us to provide you with even more recycling opportunities and we have! Find the new "Re-use" facilities at our household waste recycling sites in Ampthill and Biggleswade. You can leave children's

toys, house or garden furniture and many other items that can be recycled. Don't throw them away!

Children and young people have some very positive ideas for improving our communities. Read on to learn how we have our younger generation at the heart of our services, supporting them from birth into adulthood. Their stories are inspiring!

Cllr Tricia Turner, MBE
Leader of Central Bedfordshire Council

Time to try something new

Get more out of life and learn something new in 2010!

If you've always dreamt of trying a new skill or activity, want to impress your partner and friends, or feel it's time to unleash your creative side, you're bound to find the ideal course with Bedfordshire Adult Skills and Community Learning.

Get fit and healthy

Take action and join one of the lifestyle and healthy living courses. There's everything - from ballroom

dancing and yoga, to football, keep-fit and aromatherapy - all designed to help you feel great.

Improve your career prospects

Brush up your reading and writing skills or gain a new qualification to help you find a job. There are lots of local and online learning opportunities available to help you get the skills you need to succeed. Book a free advice session with a specialist career advisor on 01582 818723.

For more information and a full list of courses visit www.myfuturetoday.org.uk, call free on 0808 100 3140, email sparkacl.response@centralbedfordshire.gov.uk or contact your local learning centre:

Bedford, Sharnbrook and Kempston area:
01234 224970

Shefford, Clifton, Biggleswade and Sandy:
01462 629906

Ampthill, Flitwick, Dunstable and Houghton Regis:
01582 818737

Leighton Buzzard and Linslade: 01525 375769

Special half price offer!

Bring a friend and get 50% off the cost of your course when you introduce a new learner to adult learning during January 2010 (terms and conditions apply). For full details call 01234 228577 or visit www.myfuturetoday.org.uk.

Your magazine

News Central is produced by the communications team at Central Bedfordshire Council.

It is delivered to every household in the area by Royal Mail, so may be accompanied by unrelated leaflets or flyers.

Tell us what you think!

We hope you enjoy reading the magazine each month, and we welcome your comments or suggestions for future editions. Email newscentral@centralbedfordshire.gov.uk, or use the contact details on the back cover to get in touch.

Council meetings

For details about Central Bedfordshire council meetings, call **0300 300 8000** or visit our website at www.centralbedfordshire.gov.uk.

NEW!

Your feedback



Tell us what you think

We hope you enjoy reading News Central and we welcome your comments and suggestions to improve the magazine and our services. This month, we're starting a new feedback feature in response to your requests – so get in touch and tell us what you think!

A good read

A resident from Maulden phoned to say how much she enjoys reading News Central. She said:

"It's very newsy and full of variety for young and old. I always chat to neighbours and friends about the articles and ask if they've seen it. Thank you all very much for all the hard work you do to make it look good".

'What's On' is a hit online

Our 'What's On' page can only highlight a few of the many events across Central Bedfordshire each month.

To meet the demand, we've recently expanded our listings on the Central Bedfordshire Council website, and added a 'What's On' link on the homepage to make it easy to find. As a result, the number of hits is rising rapidly, with more than 500 people checking the listings each month at www.centralbedfordshire.gov.uk.

Helping people overcome addiction

Andrew Selous MP has asked us to add one of our partner agencies,

AddAction, to our A-Z of useful numbers (page 15) to highlight the service which is helping local people to combat alcoholism and drug addiction.

Get in touch!

You can email News Central at newscentral@centralbedfordshire.gov.uk or use the contact details on the back cover to get in touch.

If you have queries or concerns about Central Bedfordshire Council services, call our Customer Services team on 0300 300 8000 or visit your local Customer Service Centre – listed in the A-Z on page 15.



Winter weather warning

Highways gritters and snow ploughs will be out in Central Bedfordshire this winter, salting and clearing roads to keep traffic flowing safely.

Salting is carried out when road temperatures are expected to drop below zero and roads are likely to be damp. A computer system collects weather and road information from across the area, telling us if any salt is left on the road from previous salting and helping us to use resources wisely.

A network of roads carrying the highest amount of traffic (and with the highest risk of accidents) is treated, including all A, B and C class roads and other important local routes. This means that just under half of the roads in Central Bedfordshire are covered when ice and snow is forecast.

We try to carry out salting either after the evening or before the morning peak traffic periods, but we may have to salt at other times – even 24 hours round the clock if there is snow.

For a winter salting leaflet with a map of the salting routes across Central Bedfordshire and advice about winter driving, call the Highways Helpline on 0300 300 8049 or visit www.centralbedfordshire.gov.uk.





A great place to grow up

Making Central Bedfordshire a great place to grow up means supporting all children - from babies to teenagers and into adulthood.

Central Bedfordshire Council starts by offering support for young families through its growing network of children's centres, helping new parents to find the childcare, health care and advice they need to bring up children.

Cllr Anita Lewis reads with pupils at Burgoyne school



Our schools welcome children into pre-school classes to give them a good start to their school career. Every child matters, and our schools strive for high standards so that each pupil can achieve their full potential in life.

Students are not only encouraged to make the best of their abilities in the classroom, but to develop new skills at after-school clubs that offer everything from cheerleading to maths!

The support from Central Bedfordshire Council continues beyond the school gates to help young people in the community. The council's Integrated Youth Support Service runs youth activities and funds community projects, the leisure and arts teams provide sports, music and other creative events, and Central Bedfordshire libraries offer useful resources for school work and homework clubs.

Some children need more looking after than others. Families whose children have special educational needs or disabilities are given extra support to succeed, while foster and adoption teams help children and young people to find loving families so that they can thrive.

For children or young adults who find themselves on the wrong side of the law, the Youth Offending Team plays an invaluable part in rehabilitating young offenders to give them a positive future.

Young people moving into adulthood can choose from the wide range of pathways into further education, training or employment, and Central Bedfordshire's Youth and Connexions careers service can advise them on taking the next step.

Councillor Anita Lewis, Central Bedfordshire Council's Portfolio Holder for Children's Services, says:

"In April 2009, we formed the Children's Trust and together the partners have produced our Children and Young People's Plan that sets out the priorities for young people in Central Bedfordshire.

"We have put children and young people at the heart of all our services; they are the future of Central Bedfordshire, and the better we are able to deliver services for them as they grow up, the more they will be able to be happy and successful and make a meaningful contribution in the adult world."

Blooming marvellous

Poppyfields Pre-School is blooming after moving into purpose-built premises on the site of Fairfield Park Lower School, Stotfold, with funding from Central Bedfordshire Council.

Known as 'The Pavilion', the new building opened in September and has lots of play space and its own garden for children from the age of two, as well as a community room for wider use.

Run by a local provider, the popular pre-school provides flexible 'wrap around' childcare for children aged two to four, from 8am to 6pm (including breakfast and lunch), and integrates with the main school's nursery sessions.

Headteacher Jenny Stone says:

"The children really benefit from being on the same site as the school - it feels like a big family!"





Spotlight on bullying brings awards

Talented young people at Hillcrest Special School have won a hat-trick of awards for shining a spotlight on how bullying affects people with special educational needs.

1 The pupils won the first Bedfordshire Schools' Anti-Bullying Idol competition with their powerful performance of a drama about their experiences of bullying.

2 Their 'Stop Bullying' drama was made into an educational DVD with the help of Bedfordshire Students Anti-Bullying Forum and sent to all Central Bedfordshire schools - winning an Innovation

Award from Bedford Race Equality Council (BREC) at its recent Equality and Diversity Awards ceremony.

3 Their pioneering work to raise awareness of anti-bullying among children and young people with the support of Central Bedfordshire Council has received a prestigious Princess Diana Award.

Award-winning Hillside Special School performed at the grand finale of the 2009 Anti-Bullying Idol competition for schools organised by Central Bedfordshire Council to mark Anti-Bullying Week 2009



Giving young people 'Streetcred'

Young people aged 13-19 can get themselves some 'Streetcred' with grants from Central Bedfordshire Council for new youth projects - to make sure they have places to go and positive activities to do.

Young people help to allocate the funds with appropriate guidance from trained youth support staff.

Mutsa Manyiwa, 18, said: "Being on the Streetcred grant giving panel has been a brilliant and positive experience for me. I feel like I am part of a process that will make a difference to other young people."

Community projects in Central Bedfordshire include art, music and dance activities and youth clubs. The funding is available to 13-19 year olds providing they follow some simple rules.

Houghton Regis youth forum was awarded a £30,000 towards a new skate-park after consulting local people with the support of the town council. HYVE (Houghton Youth Voice Experience) member Ian Dixon Wilkinson, aged 16, said:

"It's a lot easier than we thought it would be. The forms are easy to understand and fill in. I recommend all young people have a go".

To find out about Streetcred funding, contact Clare Hanley on 0300 300 6060, or email clare.hanley@centralbedfordshire.gov.uk for an application pack



Children's centres making a difference



Looking for fun activities to do with your child?

Need some family health advice or help to quit smoking?

Thinking of returning to work or getting skills training?

Want to find a local childminder or childcare facility?

Central Bedfordshire's growing network of children's centres can supply all this and much more for young children and their families.

Children's centres provide a full range of services for young families, including childcare and early learning, and are run by committed, qualified staff. They build on the good practice of Sure Start Local Programmes by being community-based, responding to local needs and working with other agencies. They

also link families with other support services for children from pre-birth up to the age of five.

There are currently 14 children's centres across Central Bedfordshire, with another eight in the pipeline. Centres are open from Monday to Friday all year round (except for Christmas and Bank Holidays), and some hold special events in the evenings and at weekends.

One parent said:

"Thank you for making my first year with my new baby really enjoyable - from the New Parents' Group and buggy walks to messy play. I have really appreciated the great and practical advice, and the cups of tea have kept me sane!"

To find your nearest children's centre, contact Central Bedfordshire Council's new Family and Youth Information Service (see below).

New 'one stop shop' for families

A new Family and Youth Information Service (FYIS) launches in Central Bedfordshire this month, offering a free 'one stop shop' for impartial information on:

- support for young people making choices at 14,16 and 18
- childcare
- out-of-school clubs and holiday care
- leisure activities
- family support services
- positive activities for children and young people aged five to 19
- youth provision

The new information service is part of the Central Bedfordshire Council's commitment to supporting all children and young people aged 0 to 19 and their families. The service is available 24 hours a day through a telephone helpline (with an answer phone before 8.30am and after 5.15pm), online, and at various information points, including Sure Start children's centres.

Contact the Family and Youth Information Service helpline on 0300 300 8119, email fyis@centralbedfordshire.gov.uk, or visit www.centralbedfordshire.gov.uk/fyis. You can also find FYIS on Twitter and Facebook

'Parent Know-How'

A new 'Parent Know-How' directory has been set up to make it easier for people to find local and national family services. The resource is available at www.centralbedfordshire.gov.uk/fyis and provides useful information for parents, carers, young people and professionals. It is divided into three zones so you can quickly find the information you need.

Professionals **Young People**



Parents and Carers





Keeping a giant pink 'Kinball' in the air was just one of the fun activities that helped families in Sandy to get fit and lose weight on the MEND programme

Families join MEND programme for a healthier and happier lifestyle

Mind, Exercise, Nutrition and Do it! (MEND) programmes are helping children and their families in Central Bedfordshire to gain confidence and fitness while losing weight.

The free ten-week programmes are aimed at children aged seven to 13 whose weight is above the healthy range for their age and height, and involve parents or carers too.

Families take part in fun two-hour sessions after school twice a week to improve their eating and exercise habits, so boosting fitness, nutrition and self-esteem.

The MEND programme is being run by Central Bedfordshire Council's Sports Development Team with support from Sainsbury's and NHS Bedfordshire.

Six families successfully completed the first MEND programme in Sandy last term, and another three courses will be running this term in Sandy, Houghton Regis and Dunstable.

Tanya Huckle, MEND Leader, said:

"The families have all been very enthusiastic and have made some big changes towards healthier lifestyles. We had three boys and three girls on the first MEND course who all lost weight and reduced their waistlines."

Fitness circuits, ball sports, sharing healthy recipes and visiting the local supermarket to learn about food labels are just some of the fun activities that helped the families adopt healthier eating and exercise habits.

As a result, one girl has taken up rugby and one of the boys has joined his local gym.

"It was lots of fun."

"It was informative and fun, and we have made some good friends."

All the children received medals and certificates for successfully completing Central Bedfordshire Council's first MEND programme.

Did you know?

Bedford Hospital is planning to become an NHS Foundation Trust giving Bedfordshire patients more involvement in shaping their local healthcare. Residents living in the former Bedford Borough and Mid Bedfordshire districts can help to plan the hospital's future by becoming members of the Foundation Trust.

For more information, visit www.bedfordhospital.nhs.uk, or contact the communications team at Bedford Hospital, South Wing, Kempston Road, Bedford, MK42 9DJ.

To find out more about MEND programmes in Central Bedfordshire, contact the Sports Development Team 0300 300 8072, or visit www.mendprogramme.org

Visit www.centralbedfordshire.gov.uk

Community focus

on the places where you live in Central Bedfordshire

Transforming a town at the heart of Central Bedfordshire



Flitwick sits in the middle of the Central Bedfordshire area, and exciting developments are set to make it even more of a focal point for the wider community.

There has been a settlement at Flitwick since Saxon times, and the town is also recorded in the Domesday Book. The Victorian railway station was built for a new Luton to Bedford line and made Flitwick a centre for industry and commerce.

With new roads and housing, Flitwick has grown from a small village to a busy town with shops, schools, a library, play areas and a popular skate park. Local attractions include ancient Flitwick Wood and Flitwick Moor, where peat was cut and Flitwick spring water extracted.

A feudal lord, David Rufus de Flitwick, gave his name to the Rufus Centre - the home of Flitwick Town Council, which also houses small businesses, a conference centre and Central Bedfordshire services, and hosts many community events and youth activities.

Young people are working with

representatives from local councils, the police and other agencies to improve youth facilities - starting with updating the popular skate park.

'No More Knives' is a successful youth sport project that gives local teenagers the opportunity to get together to play football and do other activities.

Central Bedfordshire Councillor Dennis Gale has lived in Flitwick for 36 years and was elected to the local council a year after moving in. He says:

"We were the second occupiers on the new housing estate built off Steppingley Road in the 1970s. Flitwick was much smaller then and it has changed a lot, but there is still a good community spirit among people who care about the town."

Central Bedfordshire Council is working with Flitwick Town Council to improve the town in a range of ways including better sports and leisure facilities, more activities for young people, and transforming the town centre.

The first phase to enhance the High Street and Station Road has involved

restoring the town's war memorial. In the longer term, the proposed Town Centre Development Plan will provide a new focus for the town centre, with shops, parking, community facilities, housing and improvements in and around the train station.

Work will begin this spring on a new football centre with ten pitches providing a home for Flitwick Eagles FC and other local clubs, while plans are in hand for the proposed Flitwick Leisure Centre to be open in time for the Olympics in 2012. The state-of-the-art facilities will include a swimming pool, sports hall, fitness room, dance studios and health spa.

Carol Carter, Town Clerk, says:

"Flitwick Town Council and Central Bedfordshire Council are working hard to bring all these plans together so that Flitwick is not just a good place to live, but THE place to live."

A new leaflet about Flitwick and surrounding areas is available from the town council. Call 01525 631900, email info@flitwick.gov.uk, or visit www.flitwick.gov.uk

(From left to right) Scenes from Flitwick and the surrounding area: The Rufus Centre, skate park, wild garlic in Flitwick Woods, the war memorial in the town centre and 'natural play' activities at Flitwick Manor





Local teenagers from the 'No More Knives' football group in Flitwick

The Parish church of St Peter and St Paul with St Andrew

A good place for children to play

Flitwick Manor Park proved an ideal place for an afternoon of 'natural play' activities showing how families can enjoy the countryside together.

Playing in the woods and creating art from natural materials gave parents and children the freedom to 'run wild' and use their imaginations - away from busy roads, computer games and fears over safety.

The woodland is owned by Flitwick Town Council, and the event was supported Central Bedfordshire Council, Bedfordshire Rural Communities Charity (BRCC) and the Greensand Trust as part of a Big Lottery-funded project.

For more information about natural play, call Lisa White, Central Bedfordshire Council's Play and Open Space Officer, 0300 300 8000



My Shout: giving young people a voice

Members of My Shout Clophill youth group (left to right): Aaron Litchfield, Jack Nixon, Nikki Arrowsmith and Adam Burton chairing a local community safety forum



Young people are helping to improve community safety and reduce crime across Central Bedfordshire by getting involved with innovative local projects.

'My Shout' groups are giving young people the chance to voice their views on the issues that concern them most, such as under-age drinking, anti-social behaviour, personal safety and youth facilities.

Members consult and represent young people about the community safety issues that affect them. The young people's views are then fed back to help local community safety forums and groups, parish and town councils, and other agencies to take action.

The groups also take on general community safety projects or local issues. For example, the My Shout group for the Harlington, Toddington and Westoning area is working with young people to produce a 'comic-book' flyer to explain about community safety and what it means for them and their local community.

Other Central Bedfordshire youth projects include the 'Exceller8' programme run in partnership with Aragon Housing to involve young people in learning about the consequences of drinking alcohol for personal safety and the community. The 'Body in the Boot' scenario with a dummy dressed as a young person to demonstrate the cause and effects of drinking alcohol was a particular favourite.

My Shout groups are supported by Jane Regan, Central Bedfordshire Council's Youth Community Safety Officer, who can also help young people apply for funding for their community safety projects. Bedfordshire and Luton Crimebeat provides up to £500 for community safety and crime reduction projects either for young people or led by young people for the wider community.

To join My Shout or find out about funding, contact Jane Regan, Youth Community Safety Officer and Crimebeat Coordinator, by text on 07971321269, or email jane.regan@centralbedfordshire.gov.uk

Keeping our communities safe

An invitation from Central Bedfordshire Community Safety Partnership

We want to meet you and find out what you think about the safety of your area, so that we can take your views into account in our work.

We are striving to keep Central Bedfordshire a safe place to live, work and visit and will let you know what we think the priorities are for our area.

Come and see if you agree on Thursday 19 January from 6pm to 9pm at Priory House, Chicksands. There will be refreshments and a chance to talk to partners from the police, fire service, NHS Bedfordshire and Central Bedfordshire Council.

For more information and to tell us you are coming, contact Rosie Harper on 01234 842208, or visit the community safety pages at www.centralbedfordshire.gov.uk



Central Bedfordshire Together

Central Bedfordshire Together provides the vision and strategic direction to improve the quality of life for all in Central Bedfordshire, by encouraging local partnership working across the public, private, community and voluntary sectors. The organisations involved in the community safety partnership work together in achieving this vision.

Visit www.centralbedfordshire.gov.uk

Connexions work for young people

Connexions personal advisers are working with young people to help them overcome complex issues and barriers that they face in achieving their full potential.

Part of Central Bedfordshire Council's Integrated Youth Support Service, the Dunstable Connexions Team offers a daily drop-in session for young people at The Place, and has outreach activities at local neighbourhood centres and in the community.

The advisers' support for young people includes careers guidance, applications for jobs and training, getting housing and benefits, and advice on personal and health issues. They also provide food parcels for those in need, and help with applying for educational maintenance.

Young parents have the support of a teen parent adviser who helps with housing, health, benefits and training issues, and who regularly meets the young families.

The team works closely with social care, mental health, youth

offending and health services in Central Bedfordshire, as well as local agencies that can support young people with alcohol and drugs issues, counselling and mediation, finding accommodation and job-seeking.

Young people are encouraged to join Prince's Trust courses and volunteering activities to boost their self-esteem and opportunities. The work helps them to achieve success through gaining qualifications, receiving volunteering awards, changing destructive behaviour, contributing to society and overcoming their fears.

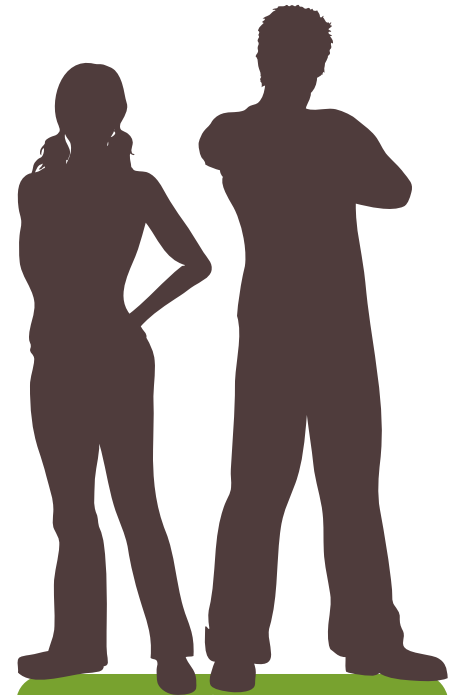
Olwen Davies, Area Manager, says:

"Every day is different with new challenges, and our reward is seeing young people succeed in all sorts of ways."

Samantha told us how Connexions has helped her:

"When I left school, I didn't know what to do. My personal adviser suggested going into training. I didn't want to go to college, but I stuck to it; I was there for a year and I enjoyed

every minute. She understood me and I felt I could come to her with all my problems."



Connexions drop-in points in Central Bedfordshire include: The Place, Dunstable; Leighton Buzzard Library and Biggleswade, Sandy, Leighton Buzzard and Arlesey youth centres or call 08456 123 300

Chip fat on our roads?

The first road to be re-surfaced using recycled chip fat instead of the usual glue, bitumen, is wearing well in Central Bedfordshire.

Helen Bailey with her chips!



Bedfordshire Highways, a joint partnership between Central Bedfordshire Council and Amey Plc, has joined forces with construction company Aggregate Industries to trial the innovative new technique at New Road, Clifton.

The idea for using waste chip fat as a bitumen replacement comes from brainy young engineer Helen Bailey, who works at Aggregate Industries as a Research Manager.

Traditionally, bitumen is used as the 'glue' that holds asphalt (the material which is used to surface roads) together. Bitumen is very expensive and has environmental implications, as it has to be heated

to a high temperature. The new alternative method means less energy is required to heat and store the oil. It also reduces the amount of used oil going to landfill.

Councillor Budge Wells, Assistant Portfolio Holder for Safer and Stronger Communities, said

"As a forward-thinking council we are keen to test-drive new ideas, and using chip fat to keep our roads together is a fine example of this. The project will bring a range of benefits to the region, both economically and environmentally."

what's on...

January &
February

News Central can only highlight a few of the events coming up in Central Bedfordshire. More comprehensive listings can be found at www.centralbedfordshire.gov.uk (click on what's on) or visit your local library or customer service centre.

RSPB Big Garden Birdwatch walk

Sunday 17 and Wednesday 20 January, 10 am - 12 noon

The Lodge, Sandy

Get some tips on identifying common garden birds ready for this year's Big Garden Birdwatch

Adults £3, children £2 (RSPB members £2 and £1).

Parking/entrance £4 per car (free to RSPB members)

Booking essential. 01767 680541

www.rspb.org

'Life in the freezer' winter walk

Saturday 30 January, 8am - 11am

Marston Vale Country Park

Join expert, friendly Forest Volunteers to discover the birds and other wildlife in the Country Park. Wear warm, waterproof clothes and footwear. Walk starts from the Forest Centre reception.

Booking essential
01234 767037.

Pay on the day £3 adult, £2 child,

£1 reduction for Forest Volunteers and Friends



Rural Rhythms

Saturday 30 January

Eaton Bray Village Hall

Rural Rhythms is bringing high-quality music to communities across Central Bedfordshire, with a series of concerts at family-friendly prices organised by the council's Youth and Community Arts team. Forthcoming venues include St Michael & All Angels Church, Shefford (28 February) and the Rufus Centre, Flitwick (27 March).

Tickets £8 (full), £6 (concessions), £3 (under 18), family ticket £19 for 2 adults + 2 children.

0300 300 4244 Visit www.centralbedfordshire.gov.uk/ click on leisure and culture, then art and entertainment.

Song and Dance

Saturday 30 January

Milton Keynes City Orchestra perform music for all the family

Flitwick Library, 12 noon
Dunstable Library, 3.30pm

A Good Afternoon

Friday 5 February, 2.15pm

Sandy Library

Jackie Painter reveals things you did not know about the month of February

If you have an event in Central Bedfordshire you would like to publicise, please email brief details at least six weeks in advance to whatson@centralbedfordshire.gov.uk

Giant Second Hand Book Sale

Saturday 6 February, 10am to 3pm

Blunham Parish Church

Huge selection of second-hand books, refreshments, homemade soup and a raffle



Families enjoy a walk at the Forest of Marston Vale

A-Z of Central Bedfordshire services

For general enquiries, call 0300 300 8000

Service	Mid Beds	South Beds	Service	Mid Beds	South Beds
A					
Abandoned / End of life vehicles	0300 300 8631	0300 300 8632	Coroner's Office	0300 300 8143	
Access to Children's Services Records	0300 300 8094		Council Housing	0300 300 8007	
AddAction	01234 352220		Council Housing Repairs	0800 0740263	
Adoption and Fostering	0300 300 8090		Council Tax and Business Rates Recovery, Housing Benefit Overpayment	0300 300 8011	0300 300 8611
Adult Education	0808 100 3140		Council Tax Direct Debit Hotline	0300 300 8012	
Adult & Community Learning	0808 100 3140		Country Parks and/ Countryside Sites	0300 300 8085	
Albion Archaeology (Commercial Service Provider)	0300 300 8141		Country Walks	0300 300 8085	
Archaeology and Historic Environment Record Advice	0300 300 8091		D		
Arts Development	0300 300 8096		Dangerous Structures / Buildings	0300 300 8690	
Automated Payments	0300 300 8030	0300 300 8630	Deaf and Hearing Impairment	0300 300 8115	
B			Dog Warden Service	0300 300 8631	0300 300 8632
BEaR Project	0300 300 8034		Domestic Violence	0300 300 8103	
Bedfordshire and Luton Archives and Records Service	01234 228833		E		
Bedfordshire Music	0300 300 8102		Economic Growth / Development	0300 300 8644	
Benefit Fraud Hotline	0300 300 8022		Elections and Electoral Registration	0300 300 8008	
Biggleswade Recreation Centre	01767 315651		Emergency Out of Hours Service (eg Repairs, Homelessness, Noise Nuisance)	0300 300 8098	
Births, Deaths, Marriages	0300 300 8089		Environmental Health - general enquiries	0300 300 8642	0300 300 8643
Blue Badge Scheme	0300 300 8035		F		
Bogus Callers	08454 040506		Family History and Genealogy	01234 228833	
Building Control (general enquiries)	0300 300 8635		Family Youth and Information Service (FYIS)	0300 300 8119	
Building Control (Inspection Hotline)	0300 300 8116		Flytipping	0300 300 8631	0300 300 8632
Bulky Waste Collection	0300 300 8631	0300 300 8632	Food Safety Advice and Enforcement	0300 300 8642	0300 300 8643
C			Footpaths and Bridleways	0300 300 8085	
Carers Helpline	0300 300 8036		Footways and Pavements	0300 300 8049	
Cemeteries	01234 353701		Free School Meals	01234 228948	
Children with Disabilities	0300 300 8097		G		
Child Protection	0300 300 8149		Garages - Council owned	0300 300 8686	
Choice Based Lettings	0300 300 8697		General Enquiries	0300 300 8000	
Commons and Village Greens	0300 300 8084		Grass Cutting	0300 300 8631	0300 3008632
Community Development	0300 300 8117		H		
Community Grant Aid	0300 300 8637		High Hedges	0300 300 8692	
Community Safety	0300 300 8000		Highways	0300 300 8049	
Concerns about your child's school	0300 300 8105		Home Care Service	0300 300 8087	
Concessionary Bus Passes	0300 300 8041	0300 300 8641	Homelessness	0300 300 8650	
Conservation	0300 300 8692		L		
Consumer Advice	08454 040506		Land Charges	0300 300 8052	
ContactPoint	0300 300 8118		Learning Disability	0300 300 8100	
Contaminated Land	0300 300 8642	0300 300 8643			

**Central Bedfordshire Council
has Customer Service Centres in
the following locations:**

Amphill: Woburn Street
Biggleswade: Saffron Road
Dunstable: High Street North

Houghton Regis: Bedford Square
Leighton Buzzard: West Street
Shefford: Priory House, Chicksands

Service	Mid Beds	South Beds
Leisure Centres		
• Dunstable Leisure Centre	01582 608107	
• Flitwick Leisure Centre	0300 300 8045	
• Houghton Regis Leisure Centre	01582 866141	
• Sandy Sports & Community Centre	0300 300 8075	
• Saxon Pool & Leisure Centre (Biggleswade)	0300 300 8076	
• Tiddenfoot Leisure Centre	01525 375765	
Libraries and Library Services		
• Amphill Library	0300 300 8053	
• Barton Library	0300 300 8054	
• Biggleswade Library	0300 300 8055	
• Library Dunstable	0300 300 8056	
• Flitwick Library	0300 300 8057	
• General enquiries	0300 300 8060	
• Houghton Regis	0300 300 8058	
• Leighton Buzzard	0300 300 8059	
• Library Link Service	0300 300 8061	
• Mobile Library	0300 300 8062	
• Potton Library	0300 300 8063	
• Renewals	0300 300 8064	
• Sandy Library	0300 300 8065	
• Schools service	0300 300 8066	
• Shefford Library	0300 300 8067	
• Stotfold Library	0300 300 8068	
• Toddington Library	0300 300 8069	
Licensing (taxis/private hire)	0300 300 8647	
Listed Buildings	0300 300 8692	0300 300 8670
Local Development Framework (LDF)	0300 300 8000	0300 300 8071
M		
Minerals and Waste Applications and Policy	0300 300 8693	
N		
Nationality Checking	0300 300 8144	
Noise Nuisance	0300 300 8642	0300 300 8643
Nurseries, Playgroups	0300 300 8119	
O		
Occupational Therapy	0300 300 8050	
Older Peoples Team	0300 300 8033	
Older Persons Housing and Careline Services	0300 300 8146	
P		
Parent Partnership	0300 300 8088	
Parking	0300 300 8005	
Pavements	0300 300 8049	
Physical Disability	0300 300 8124	

Service	Mid Beds	South Beds
Planning	0300 300 8692	0300 300 8670
Planning Enforcement	0300 300 8121	
Play Ranger	0300 300 8072	
Pollution (air quality, water quality, land contamination)	0300 300 8642	0300 300 8643
Potholes	0300 300 8049	
Private Sector Housing Standards, Grants and Advice	0300 300 8700	
Public Rights of Way	0300 300 8085	
Recreational Open Space and Natural Play	0300 300 8671	
R		
Recruitment Applications	0300 300 8073	
Recycling	0300 300 8631	0300 300 8632
Revenues and Benefits Customer Accounts	0300 300 8010	0300 300 8610
Road Safety	0300 300 8074	
Road Salting	0300 300 8049	
S		
Safeguarding Vulnerable Adults	0300 300 8122	
School Transport	0300 300 8133	
Schools Admissions	01234 718120	
Social Services Emergency Duty Team	0300 300 8123	
Special Educational Needs	0300 300 8128	
Street Cleaning	0300 300 8631	0300 300 8632
Street Naming and Numbering	0300 300 8678	
Student Awards	01234 718400	
T		
Tastes of Bedfordshire	0300 300 8079	
Theatres		
• Dunstable Grove Theatre	01582 602080	
• Leighton Buzzard Theatre Box Office	0300 300 8125	
• Leighton Buzzard theatre Administration Office	0300 300 8130	
Tourism	0300 300 8139	
Trading Standards (business to business)	0300 300 8136	
Trees and Landscapes	0300 300 8692	
W		
Waste Collection	0300 300 8631	0300 300 8632
Waste Permits	0300 300 8080	
Welfare Rights	0300 300 8112	
Whistleblower Fraud Hotline	0800 587 8277	
Y		
Youth Offending Service	01234 276400	
Youth Participation	0300 300 8681	
Youth Support Service	0300 300 8082	

Central Bedfordshire in contact



on the telephone...

0300 300 8000



by email...

customer.services@centralbedfordshire.gov.uk



on the web...

www.centralbedfordshire.gov.uk



Alternatively, you can write to:

Central Bedfordshire Council Priory House, Monks Walk,
Chicksands, Shefford, Bedfordshire, SG17 5TQ.

Serving our communities

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