

Central  
Bedfordshire


**great**  
services

# info central

**Your guide to council  
services, spending and  
key contacts for 2019/20**

**You can now manage your  
council tax, business rates  
and benefits online**

**[www.centralbedfordshire.gov.uk/myaccount](http://www.centralbedfordshire.gov.uk/myaccount)**

Find Central Bedfordshire Council online at  [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

**A great place to live and work.**

# Discover Houghton Hall Park

Central  
Bedfordshire

## In the heart of Houghton Regis...

- New visitor centre with a dog friendly café
- Range of activities and events throughout the year
- Fascinating heritage to discover
- Play trail of natural play features dotted around the park
- Variety of exciting volunteering opportunities

...All within walking distance from the town centre!



Houghton Hall Park, Park Road North, Houghton Regis, LU5 5FU

Find out more online at [www.houghtonhallpark.org](http://www.houghtonhallpark.org)



# Explore Central Bedfordshire's countryside!

Central  
Bedfordshire

great  
lifestyles

We have lots of countryside sites for everyone to enjoy. Walk your dog, take the family for a day out or simply get away from it all and enjoy the peace and quiet of nature. You can volunteer too!

Discover more about our sites on the Central Bedfordshire Council website:

[www.centralbedfordshire.gov.uk/countryside](http://www.centralbedfordshire.gov.uk/countryside)

If you would like to find out more then please contact:

[countryside@centralbedfordshire.gov.uk](mailto:countryside@centralbedfordshire.gov.uk) or 0300 300 6135.



CREDIT: NTPL Fisheye

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# Welcome to info central... your handy guide to council services

This booklet provides an A-Z of council services and is designed for you to keep and use as and when you need to contact us.

We also explain how your council tax is spent in this booklet. Every year the council reviews its spending and looks at how much income we're going to receive (mainly from council tax but

some other sources too) to make sure we can balance the books. This booklet explains how the council uses your council tax to fund services and improvements to your local area.

You can also find out in here, how to keep up-to-date with council services and news and how to get involved in council decisions that affect you.

# Delivering for you

As well as providing the core services you expect of a council, like emptying your bins; repairing potholes; protecting vulnerable children and supporting older or disabled adults who need help to stay independent, we've also been investing in new facilities and services – and we have more planned for next year too.

## The council and NHS are working hand in hand

Linking up social care with local health colleagues has led to a number of developments in the past year, all designed to improve services.

We have introduced a scheme which helps people coming out of hospital. Social workers are working closely with the medical staff in organising the right care and support that people need before they leave. This means they can get home and recover sooner.

We're also working on developing new Integrated Health and Care Hubs in our area which will help to meet increasing demand and improve access to services.

## Homes for all

Addressing the challenge of having a variety of homes available for everyone is a major concern and we are tackling this in a number of ways.

We're looking to build a range of specialist accommodation for older people which enables greater choice to suit their needs and in turn frees up family homes. We're also setting up our own company so that we can build more affordable homes for those looking to get on the housing ladder and key workers like nurses and teachers.

## New crematorium

At the sensitive time of a bereavement it can be difficult for families to have to wait for weeks if not months for a funeral to be arranged. A lack of local crematoriums has been contributing to this problem so in September we announced plans to build a new and contemporary crematorium near Flitwick.

## Improving our health

We've helped over 3,000 people stop smoking and over 400 people lose weight last year.

And through GP surgeries and the Bedfordshire Rural Communities Charity, we are offering new support for people who are visiting their GPs, not because of medical conditions but because they are lonely and isolated. Research suggests that around half of GP appointments are not about physical conditions. By offering solutions that help people to get active and happy we are helping people to feel better.

# Delivering for your community

## School places

Providing the right environment for young people to learn is important and over the last year we've built new classrooms and expanded schools to provide 835 new school places.

To help those about to leave the education system we also held our annual Find Your Future careers and employment event, linking up hundreds of young people with local employers and training opportunities.

## Improving leisure facilities

We're improving our leisure facilities across the area. In Dunstable we are building a new state-of-the-art facility that will include a 100-station health and fitness suite, swimming pools and library, creche and café.

In Flitwick we are opening the first immersive spin studio in the county. These combine cinema-quality projected images, sound and lighting to create fun, exciting and immersive workout experiences.

And in Biggleswade, the changing facilities in the pool are getting a £1 million refurbishment and we are replacing the old skatepark with a brand-new one.

## Making recycling easy

We all know how important it is to recycle to protect the environment and we've made that even easier. We've completed our upgrade of our Household Waste Recycling Centres (tidy tips) with the opening of a brand-new facility at Thorn Turn.

The Thorn Turn site also has a reuse shop which is proving to be a great success. The shop sells items taken to our recycling centres that can be reused.

In 2019, we will be changing our household collections to help everyone recycle more at home.

## Regenerating our town centres

Keeping our town centres clean and vibrant helps to encourage residents to spend their time there and in turn supports local businesses to thrive.

We've spent £1 million to clean up our town centre pavements, bus shelters and other tidying projects this year.

We've also used another £1 million to help 21 local businesses improve their shop fronts.

## Award winning countryside and parks

Being able to get out in the fresh air and relax and enjoy the scenery is good for our health and our wellbeing. We have some wonderful parks and open spaces in our patch and five of them have been awarded the prestigious Green Flag Community Award.

Last year we added to this with a new 6 mile circular walking route in Sandy.

## Keeping us moving

As well as fixing over 20,000 potholes and clearing 25,000 drains, we've been investing in two major new roads.

Work has started on dualling the A421 in the north of our area between Junction 13 of the M1 and Eagle Farm in Milton Keynes.

We also shared plans for a new road linking the M1 and A6 in the south of the area. This will relieve congestion and support future housing.





# Your council tax explained

The next few pages explain how council tax is distributed to a range of organisations and how Central Bedfordshire Council spends council tax on its local services.

## Where does your council tax go?

The council tax you pay to Central Bedfordshire Council also funds Police, Fire and Rescue services and your local town or parish council services.

Here's how your council tax is shared out based on the rate paid by an average household (Band D) in Shefford.



This receipt shows what a weekly bill for Central Bedfordshire Council services looks like for an average household (Band D).

**Central Bedfordshire**

www.centralbedfordshire.gov.uk

Central Bedfordshire Council  
Priory House  
Monks Walk Chicksands  
Shefford SG17 5TD

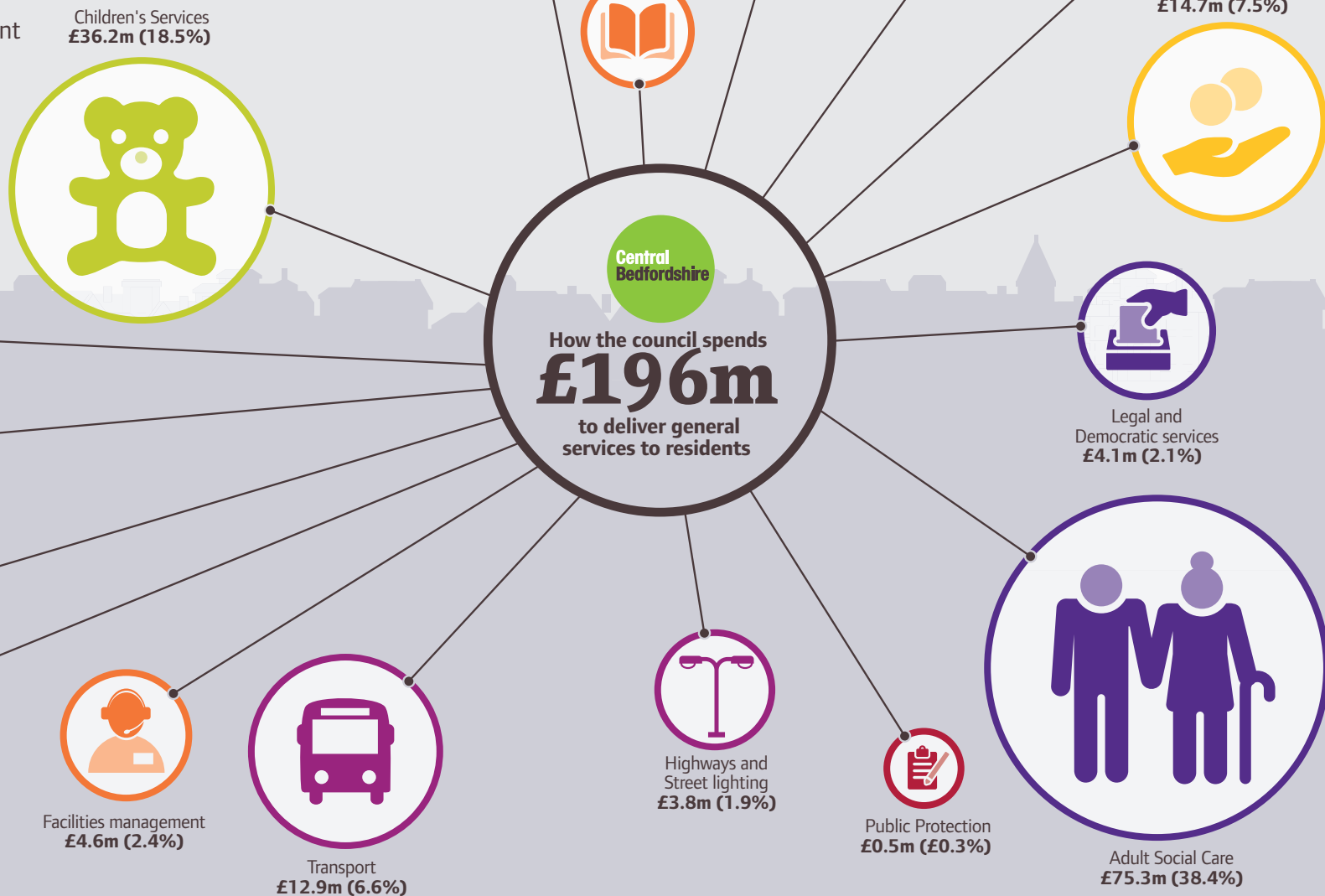
Service	Cost
Adult Social Care	£11.08
Children's Services	£5.32
Waste and recycling	£3.17
Financing costs	£2.16
Transport	£1.90
IT	£0.93
Facilities management	£0.68
Legal and democratic	£0.60
Highways and Street lighting	£0.56
Council support services	£0.53
Planning and Building Control	£0.50
Leisure and Libraries	£0.45
Economic Regeneration and Employment	£0.32
Community Safety	£0.28
Revenues and benefits	£0.18
Public Protection	£0.12
Total weekly bill per household	£28.86

Based on costs for a Band D property

# How the council funds local services

The council's revenue budget, which is mainly raised through council tax, will be £196million in 2019/20. This diagram shows how it will be spent across a wide range of services.

Almost 60 per cent of our budget is spent on services to support the elderly and other vulnerable adults and services for children. The rest pays for everything else like leisure, libraries, bin collections and public transport.

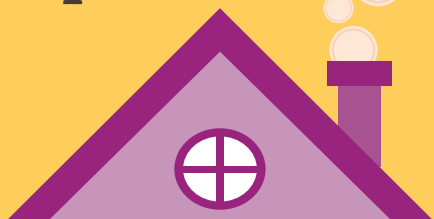


\* Council support services include things like HR, customer services and communications.  
Public Health services funded by government grant.

# Council finance explained

The council has four types of budget; these are explained below. Our revenue budget is the one we raise from council tax and that pays for most of our services.

## Capital



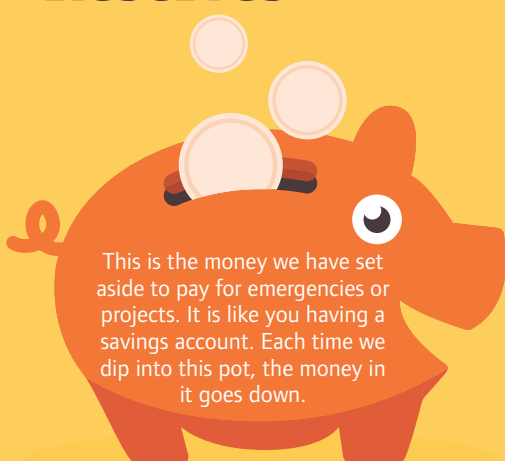
This is money we can only use for big purchases and investments in physical things like buildings and roads. This money comes from loans and selling assets. It is like you taking out a mortgage to buy a house.

## Revenue



This is the money we raise from council tax and other means and use to pay for our day-to-day services that take care of residents and the area. It is like you using your wages to pay for food, clothes and household bills.

## Reserves



This is the money we have set aside to pay for emergencies or projects. It is like you having a savings account. Each time we dip into this pot, the money in it goes down.

## Grants



We also get grants from the government and others to help with particular projects. Grants can only be spent on their specific project and can be revenue or capital based.





# How to pay your council tax

## Direct Debit – the easy way to pay

You can choose to pay your direct debit on either 5, 9, 19 or the last day of the month and you can pay over 10 or 12 months – payments will be protected by the Direct Debit Guarantee

Go to [www.centralbedfordshire.gov.uk/direct-debit](http://www.centralbedfordshire.gov.uk/direct-debit) to set this up.

## Other ways to pay:

-  Online at [www.centralbedfordshire.gov.uk/council-tax-online](http://www.centralbedfordshire.gov.uk/council-tax-online)
-  0300 300 8030
-  Allpay payment card
-  Directly from your bank, using telephone banking, internet banking or standing order

## Access your account online

It is now easy for you to manage your own council tax, housing benefit or council tax support online. Through your online account you can:

- view your council tax bills and set yourself up for e-billing
- set up a Direct Debit
- check your account balance, payment history and next payment due
- make a payment
- apply for a discount on your council tax
- apply for housing benefit/council tax support
- tell us about a change of circumstances
- view your next housing benefit payment or benefit calculation
- tell us that you are moving

To register go to: [www.centralbedfordshire.gov.uk/myaccount](http://www.centralbedfordshire.gov.uk/myaccount)

You'll need your council tax account or benefit claim number to get started, you can find this on your most recent bill or benefit letters.

## Difficulty registering or logging in?

Email: [systemsandcontrols@centralbedfordshire.gov.uk](mailto:systemsandcontrols@centralbedfordshire.gov.uk) for help.

# Help with paying your council tax

The council can provide support, exemptions or discounts to help some people pay their council tax.

If you are the person named on the bill you may get some council tax support if you are on a low income, or if you receive:

- Universal Credit
- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Guaranteed Pension Credit

The maximum help that working age people can usually receive is 75 per cent of their bill, which means that you have to pay at least 25 per cent yourself. The maximum help you can receive if you are over state pension age is 100 per cent of the bill.

If you are a single pensioner and the only person living in your home that is liable to pay council tax, and share your home with one or more people who are over 18 who:

- do not pay you rent for living in your home, and
- do not have to pay council tax, and
- are neither your spouse nor your partner, and
- have a low gross income

you may qualify for Second Adult Rebate. The maximum amount of Second Adult Rebate is 25 per cent of your bill.

To get Council Tax Support or Second Adult Rebate you will need to make an application. To find out more about this visit:

 [www.centralbedfordshire.gov.uk/council-tax-support](http://www.centralbedfordshire.gov.uk/council-tax-support)

 0300 300 8306 for more information.

Discounts and exemptions are also available. To find out more about these options visit:

 [www.centralbedfordshire.gov.uk/council-tax-discounts](http://www.centralbedfordshire.gov.uk/council-tax-discounts)

# News Central



# email alerts

## Stay in touch

You can stay in touch with the latest news about what's happening near where you live by signing up for our local news emails at

 [www.centralbedfordshire.gov.uk/updates](http://www.centralbedfordshire.gov.uk/updates)

### The four areas you can sign up for are:

- **North** – Flitwick, Ampthill, Maulden, Clophill, Flitton, Millbrook and surrounding villages
- **South** – Dunstable, Houghton Regis and surrounding villages
- **East** – Biggleswade, Pottton, Sandy, Shefford, Arlesey, Stotfold and surrounding villages
- **West** – Leighton Buzzard, Toddington, Woburn and surrounding towns and villages

### You can also follow us on social media for the latest updates too.

 Facebook.com/letstalkcentral

 @letstalkcentral

 [www.youtube.com/centralbedfordshire](http://www.youtube.com/centralbedfordshire)

 @centralbeds

Or just search Central Bedfordshire Council





# How to get involved in council decisions

There are a number of ways you can influence council decisions.

You can:

- speak to your local councillor
- take part in consultations
- create an ePetition
- attend or speak at a council meeting
- vote in elections

You can find out more about how to get involved at [www.centralbedfordshire.gov.uk/get-involved](http://www.centralbedfordshire.gov.uk/get-involved)

When we are reviewing our services we consult our residents, businesses and other interested people or organisations so that we can consider their views and feedback before making any decisions.

To make sure you don't miss out on having your say in an important consultation sign up for local news emails or follow us on social media (see page 15).

have  
your  
say...




## Your councillors

The council is run by councillors who are elected by the local community and are responsible for making decisions on their behalf about local services and spending, including setting council tax.

You can contact your councillor by email, telephone or post. You can find their details on our website.

Each councillor represents a specific area, called wards, and serves for four years.

If you are unsure which ward you live in, go to

 [www.my.centralbedfordshire.gov.uk](http://www.my.centralbedfordshire.gov.uk)

and enter your address or postcode to find out who your local councillor is.



## Webcasting

Many of our meetings are open to the public but if you can't attend in person you can watch online.

You can watch meetings live or at a time convenient to you. The full recordings are normally available from 24 hours after the meeting.

For more information go to  [www.centralbedfordshire.gov.uk/webcasting](http://www.centralbedfordshire.gov.uk/webcasting)

# 

**Over the next few pages we list some of our main services.**

For each service we provide a telephone number and the last part of the relevant website address. Just enter **www.centralbedfordshire.gov.uk/** followed by the last part of the web address, called a short link, into your web browser.

Alternatively, just search for Central Bedfordshire Council and the name of the service in a search engine like Google.

<b>A</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Adult care – services for older people	0300 300 8303	asc
Adult learning	0300 300 8110	adultlearning
Advice Central (housing, benefits, disabilities, consumers, employment and more)	0300 303 6666	<a href="http://www.advicecentral.org.uk">www.advicecentral.org.uk</a>
Adoption	0300 300 8090	adoption
Antisocial behaviour	0300 300 8302	asb
Archives and Records Service	01234 267422	<a href="http://www.bedford.gov.uk/archive">www.bedford.gov.uk/archive</a>

<b>B</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Benefits	0300 300 8306	benefits
Benefit fraud	0300 300 5476	fraud
Bin collections	0300 300 8302	bins
Blue badge (disabled parking)	0300 300 8035	bluebadge
Broadband	0300 300 8307	broadband
Building regulations	0300 300 8635	building-control
Bulky waste collections	0300 300 8302	bulkywaste
Bus information	0300 300 8308	bus
Bus passes	0300 300 8308	buspass
Business advice and support	0300 300 8307	business
Business rates	0300 300 8011	rates



<b>C</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Carers' helpline	0300 300 8036	carers
Child protection	0300 300 8585	childprotection
Childminders	0300 300 8585	childminders
Children's Centres	0300 300 8585	childrenscentres
• Biggleswade	01767 312312	
• Dunstable North	01582 699092	
• Dunstable South	01582 666403	
• Flitwick	01525 714008	
• Houghton Regis (Tithe Farm)	01582 867692	
• Houghton Regis (Parkside)	01582 758023	
• Leighton Buzzard	01525 384368	
• Sandy	01767 699019	
• Shefford	01462 615115	
• Stotfold	01462 730623	
Children with disabilities	0300 300 8314	children-with-disabilities
Children's Services	0300 300 8304	childrensservices
Citizenship ceremonies	0300 300 8089	citizenship
Community Safety	0300 300 8302	communitysafety
Complaints, comments and compliments	0300 300 8301	complaints
Consultations	0300 300 8301	consultations
Council meetings and committees	0300 300 8301	meetings
Council tax	0300 300 8306	counciltax
Creasey Park Football Centre	01582 891433	<a href="http://www.dunstable.gov.uk/creasey-park-community-football-centre/contactus">www.dunstable.gov.uk/creasey-park-community-football-centre/contactus</a>
Customer services	0300 300 8301	

<b>D</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Data protection	0300 300 8301	data
Dog poo and animal welfare	0300 300 8302	animalwelfare
Domestic abuse / violence (National Domestic Abuse Helpline)	0808 2000 247	domestic-abuse
Drug and alcohol service	01582 501780	drug-alcohol-support
Dunstable Downs	0344 800 1895	<a href="http://www.nationaltrust.org.uk/dunstable-downs-and-whipsnade-estate">www.nationaltrust.org.uk/dunstable-downs-and-whipsnade-estate</a>

<b>E</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Elections	0300 300 8008	elections

<b>F</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Flooding	0300 300 8049	flooding
Fly-tipping	0300 300 8302	flytipping
Food hygiene	0300 300 8302	hygiene
Fostering	0300 300 8181	fostering
Freedom of information	0300 300 4968	foi
Free school meals	0300 300 8306	schoolmeals



**Your rubbish, your responsibility**

**Are you doing the right thing with your waste?  
Find out or you could end up with a criminal record.**

[www.centralbedfordshire.gov.uk/flytipping](http://www.centralbedfordshire.gov.uk/flytipping)

Central Bedfordshire

IN PARTNERSHIP WITH  
**KEEP BRITAIN TIDY.**

<b>G</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Graffiti	0300 300 8302	graffiti
Gritting and salt bins	0300 300 8049	gritting
Grove Theatre (Dunstable)	01582 60 20 80 (opt 2)	<a href="http://www.grovetheatre.co.uk">www.grovetheatre.co.uk</a>
Gypsy / Travellers - report encampment	0300 300 8307	encampment

<b>H</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Hate crime	0300 300 8302	hatecrime
Health and safety	0300 300 8302	safety
Home care	0300 300 8303	homecare
Homeless advice	0300 300 4370	homeless
Homeless (out of hours)	0300 300 8098	
Houghton Hall Park		<a href="http://www.houghtonhallpark.org">www.houghtonhallpark.org</a>
Housing advice and support	0300 300 8302	housing
Housing – Repairs (council housing)	0800 074 0263	repairs
Housing benefit	0300 300 8306	housingbenefit

<b>J</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Jobs and advice	0845 6060 234	<a href="http://www.gov.uk/contact-jobcentre-plus">www.gov.uk/contact-jobcentre-plus</a>
Jobs in the council	0300 300 8073	jobs

<b>L</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Land charges	0300 300 8052	landcharges
Leisure centres		leisurecentres
• Dunstable (reopens mid-2019)	0300 300 8665	<a href="http://www.sll.co.uk/dunstable">www.sll.co.uk/dunstable</a>
• Flitwick	01525 493131	<a href="http://www.sll.co.uk/flitwick">www.sll.co.uk/flitwick</a>
• Houghton Regis	01582 866141	<a href="http://www.sll.co.uk/houghton">www.sll.co.uk/houghton</a>
• Sandy	01767 681872	<a href="http://www.sll.co.uk/sandy">www.sll.co.uk/sandy</a>
• Saxon (Biggleswade)	01767 433133	<a href="http://www.sll.co.uk/saxon">www.sll.co.uk/saxon</a>
• Tiddenfoot (Leighton Buzzard)	01525 375765	<a href="http://www.sll.co.uk/tiddenfoot">www.sll.co.uk/tiddenfoot</a>
Libraries		libraries
• Ampthill	0300 300 8053	libraries
• Barton	0300 300 8054	libraries
• Biggleswade	0300 300 8055	libraries
• Dunstable	0300 300 8056	libraries
• Flitwick	0300 300 8057	libraries
• Houghton Regis	0300 300 8058	libraries
• Leighton Buzzard	0300 300 8059	libraries
• Pottton	0300 300 8063	libraries
• Sandy	0300 300 8065	libraries
• Shefford	0300 300 8067	libraries
• Stotfold	0300 300 8068	libraries
• Toddington	0300 300 8069	libraries
Licences	0300 300 8307	licences
Litter	0300 300 8302	litter



**You can RECYCLE all of these PLASTICS from around your home**



**THE UNUSUAL SUSPECTS**

**Your recycling really does make a difference – thanks!**

For more information visit:

[www.centralbedfordshire.gov.uk/recycling](http://www.centralbedfordshire.gov.uk/recycling)





<b>(M)</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Macmillan Welfare Rights Service	0300 300 8145	macmillan
MEPs (Member of European Parliament)	See website	yourmeps
MPs	See website	yourmp
Music – centres and lessons	0300 300 6604	<a href="http://www.inspiringmusic.co.uk">www.inspiringmusic.co.uk</a>

<b>(N)</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Nuisance behaviour	0300 300 8302	asb
Noise pollution	0300 300 8302	noisepollution

<b>(O)</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Occupational therapy	0300 300 8050	ot

<b>(P)</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Parental support	0300 300 8585	parenting
Parish and Town Councils	See website	parish-town
Parking	0300 300 8308	parking
Parking fines	0845 805 5593	parkingfine
Parks and open spaces	0300 300 8305	parks
Pest control – SDK (DialaPest)	03444 821 341	pestcontrol
Petitions	0300 300 5257	petitions
Planning	0300 300 8307	planning
Priory View, Dunstable (Independent Living)	0300 300 5904	prioryview
Public and statutory notices	See website	publicstatutorynotices

<b>(R)</b>	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Recycling	0300 300 8302	recycling
Register a birth, death or marriage	0300 300 8089	registrationservice
Residential care	0300 300 8303	carehomes
Rights of way	0300 300 8305	rightsofway
Roads, pavements and potholes	0300 300 8049	roads
Rushmere Country Park	01525 234260	<a href="http://www.greensandtrust.org/rushmere-country-park">www.greensandtrust.org/rushmere-country-park</a>

**learn**  
to **play**  
or **sing**

**in school or join our groups with musicians of all interests, abilities and ages.**

**We have centres in:**

- Leighton Linlade
- Ampthill
- Biggleswade

We also offer music lessons, free loan of some instruments and school holiday courses.

- Individual/Group lessons
- Orchestras
- Theory
- Bands
- Choirs
- Rock and folk groups
- Pre-School activities and much more...



For more information visit [www.inspiringmusic.co.uk](http://www.inspiringmusic.co.uk)

**@CBCInspiringMusic** **@InspiringMusic1**

OPEN TO  
THE PUBLIC!

# Welcome to Priory View

A relaxed space close to the centre of Dunstable,  
where visitors are welcome

Central  
Bedfordshire

great  
lifestyles

All the facilities are open to the public, including:

- Restaurant, bar and café -  
a great lunch and afternoon tea service
- Hair and nail salon
- Beauty therapist
- Foot clinic – take time out for you
- The Aster Baby Scan Clinic
- The Kinesis Counselling Service



The restaurant @ Priory View

Pay and display parking is available on site, with more parking locally

## Meeting Spaces – full or half-day availability

The Snapdragon & Rosemary meeting rooms are available for public hire from £46.30.



Exterior @ Priory View



The Snapdragon Room

### To book...

☎ 0300 300 5904 or visit us online at [www.centralbedfordshire.gov.uk/prioryview](http://www.centralbedfordshire.gov.uk/prioryview)

@ prioryview@centralbedfordshire.gov.uk [www.facebook.com/CBCPrioryView](https://www.facebook.com/CBCPrioryView)

🐦 @Priory\_View

Priory View, Church Street, Dunstable, LU5 4FG



A great place to live and work.

S

Telephone  
number

centralbedfordshire.gov.uk  
/add short link

School admissions	0300 300 8037	admissions
School term dates	0300 300 8304	termdates
School transport	0300 300 8339	schooltransport
Schools	0300 300 8304	schools
Sexual health service	0300 123 7123	safeex
Skip permits	0300 300 8308	skippermits
Social services (Adults)	0300 300 8303	socialservices
Social services (Children)	0300 300 8304	socialservices
Stop smoking service	0800 013 0553	<a href="http://smokefreebedfordshire.co.uk">http://smokefreebedfordshire.co.uk</a>
Streetlights	0300 300 8049	streetlights

## Do you want help to stop smoking?

Call the Central  
Bedfordshire Stop  
Smoking Service on  
0800 013 0553



Find us online [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

A great place to live and work.

SMOKEFREE  
BEDFORDSHIRE

# T

	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Tidy tips and waste permits	0300 300 8302	tidytips
• Ampthill	0300 300 8302	
• Biggleswade	0300 300 8302	
• Leighton Buzzard	0300 300 8302	
• Thorn Turn (Houghton Regis and Dunstable)	0300 300 8302	
Trading standards	0300 300 8307	tradingstandards
Trees	0300 300 8049	trees

# V

	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Voting – electoral registration	0300 300 8008	elections
Volunteering	0300 300 8302	volunteering

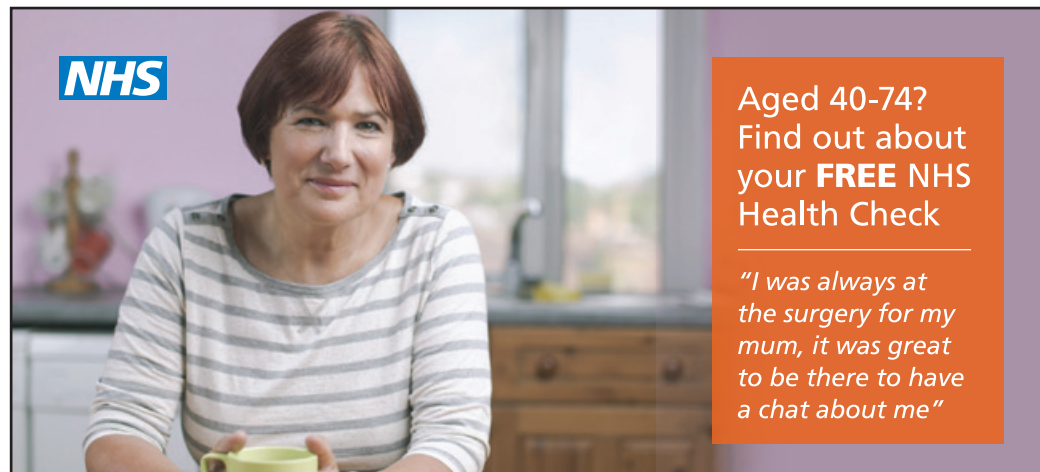
# W

	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Waste permits	0300 300 8080	recycling
Weddings, civil partnerships and civil ceremonies	0300 300 8089	weddings
Weight management service	01234 363774	weight-management

# Y

	Telephone number	<a href="http://centralbedfordshire.gov.uk">centralbedfordshire.gov.uk</a> /add short link
Young carers	0300 111 1919	carers
Youth support	0300 300 8352	youthsupport

NHS



Aged 40-74?  
Find out about  
your **FREE** NHS  
Health Check

*"I was always at  
the surgery for my  
mum, it was great  
to be there to have  
a chat about me"*

NHS  
HEALTH  
CHECK

Helping you prevent  
diabetes  
heart disease  
kidney disease  
stroke & dementia



Central Bedfordshire Council and Bedford  
Borough Council and Milton Keynes Council  
working together

Ask your GP surgery for more  
details or search online for  
'NHS Health Check Bedfordshire'

Helping you to live safely and independently at home

## Lifeline emergency alarm service

Central  
Bedfordshire

- For reassurance that help is just  
a button press away
- 24 hours a day, seven days a week



For a free no-obligation demonstration or more  
information on the emergency alarm service

- 0300 300 8146/5739/4101
- Lifeline@centralbedfordshire.gov.uk
- [www.centralbedfordshire.gov.uk/lifeline](http://www.centralbedfordshire.gov.uk/lifeline)



Find your  
greatness  
- work at Central  
Bedfordshire Council

# Do you want to make a difference to people's lives?

## Come and work with us.

From finance to construction, social care to IT.  
We are a modern employer with ambitious plans for  
delivering great local services.

Benefits include flexible and agile working  
and a defined benefits pension scheme.

To find out about great career opportunities  
at Central Bedfordshire Council, visit  
[www.centralbedfordshire.gov.uk/jobs](http://www.centralbedfordshire.gov.uk/jobs)

Central  
Bedfordshire

# We can let your property!

Do you have a property you  
would like to let, hassle free?  
Then why not contact us.

We offer the following, and much more:

- Full management
- Leasing
- Rent assurance

Central  
Bedfordshire

Call the Central Bedfordshire Council  
Lettings Service on 0300 300 8600 or  
email [lettings@centralbedfordshire.gov.uk](mailto:lettings@centralbedfordshire.gov.uk)

Bedfordshire Employment  
and Skills Service

Central  
Bedfordshire



Central Bedfordshire Council  
and Bedford Borough Council  
working together

# We can help you get into work!

## Local, community based courses

- English, maths, ICT and ESOL (English for Speakers of Other Languages)
- Employability and job skills courses to get into work or to support career progression
- Learning and skills to support specific needs including disability and mental health

## Careers information and advice

- Support with job searching and CVs
- Help with application forms
- Advice with career decisions
- Interview skills and techniques
- Information on learning

## Café Connect

- Local support meetings
- Connect with other services
- Volunteering opportunities



Apprenticeships



Education & Skills  
Funding Agency

## Find out more...



[www.centralbedfordshire.gov.uk/adultlearning](http://www.centralbedfordshire.gov.uk/adultlearning)



[adult.learning@centralbedfordshire.gov.uk](mailto:adult.learning@centralbedfordshire.gov.uk)



0300 300 8110







Central  
Bedfordshire


**great**  
services



TRADING  
STANDARDS  
APPROVED

## Be assured when you see the Trading Standards Approved logo

Firms that sign up to Central Bedfordshire Council's Trading Standards Approved scheme have to meet our exacting standards and are fully checked, so you know that you are dealing with a business that's committed to customer care and fair trade.

You'll find a full list of approved businesses on our website  
 [www.centralbedfordshire.gov.uk/tsapproved](http://www.centralbedfordshire.gov.uk/tsapproved)

**A great place to live and work.**

# DON'T BE AFRAID TO ASK FOR HELP

Domestic abuse can happen to anyone of any age, gender, religion or background. One in four women and one in six men will experience domestic abuse in their lifetime.

Some signs of abuse are subtle, others not so much. If you identify with any of the following in your relationship with a partner/ex-partner or family member, then please contact us:

- Stops you from working or seeing friends / families
- Shouts, screams and smashes things which frightens you
- Calls you names and undermines you
- Blames everyone and everything else for their behaviour
- Manipulates your children to try and control you
- Doesn't take responsibility for being a parent
- Sees sex as a right and demands it when they want it
- Controls all the finances
- Tells lies about you to your friends / family
- Physically hurts you / your pet and you fear when they are coming home
- Stalks you / harasses / threatens you on-line or in person



IT DOESN'T HURT  
TO ASK FOR HELP!

Women can get help by contacting the 24-hour National Domestic Violence Helpline **0808 2000 247**, men can get help by contacting Men's Advice Line **0808 801 0327** or see the range of available support services to you on our website [www.bedsdv.org.uk](http://www.bedsdv.org.uk)

Central  
Bedfordshire

great  
prospects

DATE  
FOR YOUR  
DIARY

## Was your child born between 1 September 2015 and 31 August 2016?

**They will start school in September 2020 and  
you will need to apply for a school place between  
September 2019 and 15 January 2020.**

From September 2019 you will be able to apply for your Starting School place and you can apply: online at [www.centralbedfordshire.gov.uk/admissions](http://www.centralbedfordshire.gov.uk/admissions) or you can complete a paper application form which will be available from your local school or by contacting School Admissions:

@ [admissions@centralbedfordshire.gov.uk](mailto:admissions@centralbedfordshire.gov.uk) ☎ 0300 300 8037

*"I make a  
difference  
because I  
care"*

**Find your  
greatness**  
- work at Central  
Bedfordshire Council



### Have you ever thought about working in adult social care?

We want to support people to remain as active and independent as possible, while helping them to maintain a good standard of health and quality of life, whether that is in a care home, day centre or living in their own home.

We have a variety of roles available to make this possible – including social workers, day care teams, occupational therapists, care assistants and reablement workers. The reablement teams work with those recovering from illness to improve a person's quality of life and help them get back on their feet.

As part of our teams, you'll receive training, support and have access to a range of benefits and incentives.

Whether you've got experience of caring, are thinking of starting an apprenticeship or are just interested and want to know more, we want to hear from you.

Helping people regain their confidence and independence can be an amazing experience. Call now for an informal chat about reablement jobs on ☎ **0300 300 6344** or email @ [pauline.sanderson@centralbedfordshire.gov.uk](mailto:pauline.sanderson@centralbedfordshire.gov.uk)

Join us and make a difference. Visit 🌐 [www.centralbedfordshire.gov.uk/jobs](http://www.centralbedfordshire.gov.uk/jobs) to see all of our current vacancies.

Central  
Bedfordshire

great  
people

# Are you aged 16 to 25 without a driving licence?

If you live in Central Bedfordshire or Luton and are thinking of learning to drive, MORE is a free half-day course that offers you:

- the chance to get behind the wheel with a qualified driving assessor
- tips on vehicle maintenance, advice on the law and staying safe on the roads
- a chance to drive at Millbrook

There's also a special half-day session for the parents, with the chance of a driving experience with a pro.

For qualified drivers aged 17-30, the MORE DRIVE experience offers the chance to brush up your skills and have a skid pan experience.

For more information, dates and to book, go online

- [www.centralbedfordshire.gov.uk/moredrive](http://www.centralbedfordshire.gov.uk/moredrive) or email
- [road.safety@centralbedfordshire.gov.uk](mailto:road.safety@centralbedfordshire.gov.uk)

Central  
Bedfordshire

great  
journeys



Bedfordshire and Luton  
Casualty Reduction Partnership  
Working together to reduce road casualties



Safer Central  
Community Safety Partnership

## Safer neighbourhoods... have your say!

If you live in Central Bedfordshire, then Safer Central would love to hear from you. Safer Central is Central Bedfordshire's Community Safety Partnership, a group of agencies that work together to reduce crime & disorder and make Central Bedfordshire a safe place to live.

We want to know what you think about crime and community safety issues in your local area. Have your say by completing our simple survey ...

<http://www.centralbedfordshire.gov.uk/safer-neighbourhoods>

Your feedback and comments will be used to help shape the work of the partnership.

Visit our website to find out more about community safety, local support services and lots more.

[www.safercentral.org](http://www.safercentral.org)

Or contact the Community Safety Team:

- [@ community.safety@centralbedfordshire.gov.uk](mailto:community.safety@centralbedfordshire.gov.uk)
- [www.facebook.com/safercentral](https://www.facebook.com/safercentral)
- [@safercentral](https://twitter.com/safercentral)



# NEED BENEFITS ADVICE? WE'RE HERE

- Do you have a cancer diagnosis?
- Are you struggling with extra financial expenses?
- Unsure what benefits or grants you may be entitled to?
- Do you live in Central Bedfordshire or Bedford Borough?

Free, Confidential and Impartial welfare rights advice service for people with a cancer diagnosis and their family and carers, including benefit and grant eligibility checks, help with applications and challenging decisions.

Central  
Bedfordshire

**MACMILLAN**  
CANCER SUPPORT

Ask your healthcare professional to refer you to us or contact the Bedfordshire Macmillan Welfare Rights Service on:  
Tel: 0300 300 8145 Email: [macmillan@centralbedfordshire.gov.uk](mailto:macmillan@centralbedfordshire.gov.uk)



## Working in care is so rewarding

**No two days are the same  
and you'll never get bored!**

Working in social care is about providing personal and practical support to help people live their lives.

Working in early years care you will create opportunities to help inspire children and harness their natural curiosity.

**Contact us today to see how far a career  
in care can take you.**



0300 300 8131



[academy@centralbedfordshire.gov.uk](mailto:academy@centralbedfordshire.gov.uk)



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[www.theacademy-inspiringfutures.co.uk](http://www.theacademy-inspiringfutures.co.uk)

**The Academy**  
Supporting your career



Free  
information  
& advice  
about careers  
in care

Qualifications  
and  
apprenticeships

Free  
e-learning  
courses

Central  
Bedfordshire



# Stay in touch

You can get the latest news about council services by following us on social media, just search for Central Bedfordshire Council.



[www.facebook.com/letstalkcentral](http://www.facebook.com/letstalkcentral)



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



[www.youtube.com/centralbedfordshire](http://www.youtube.com/centralbedfordshire)



[@centralbeds](https://www.instagram.com/centralbeds)

**great**  
services

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## Report it now

Whether you wish to report a problem, pay a bill, apply for a service or find out about planning applications near you, the best way is to do it online.

Save time, do it online  [www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

## Get in contact



[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)



[customers@centralbedfordshire.gov.uk](mailto:customers@centralbedfordshire.gov.uk)



0300 300 8000

### Please recycle me!

When finished with, please put me in your recycling bin or bag.