

Please
read



**Leicestershire
County Council**

Essential information for Leicestershire residents

As 2016 starts, we're sending residents this reminder of important changes.

See inside for more details:

- Changes at recycling sites
- A new council website
- Useful reminders

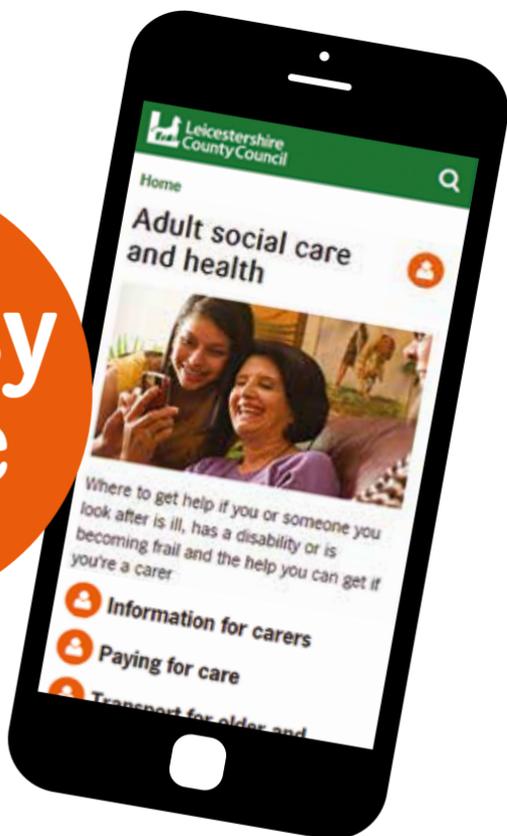


The changes we've included in this reminder affect every resident in Leicestershire. So we thought it was important that you heard from us. It has cost 8p to print and deliver this update to each household.

Printed on 100% recycled paper

NEW

**It's easy
online**



leicestershire.gov.uk

Over the past year or so, we have looked at how people use our website. And based on this evidence, we've made some changes.

- ✓ The website focuses on the most popular things that people want to do online.
- ✓ It's mobile-friendly – because more people want to do things on their phones and tablets.
- ✓ There aren't as many pages now and it's much easier to find things.

This is just the start. We're going to be constantly improving the website based on what people need to do online. So next time you need to find or do something with the council, go online at leicestershire.gov.uk

Interact with us on social media

Keep up-to-date with the latest information and join the conversation.

Twitter  @LeicsCountyHall

Facebook  /leicsdemocracy

Your council, your services

Every day, Leicestershire residents and businesses use council services. Here's a few examples.



Vickie drives to work on a road maintained by the county council. She works for a rural business, which has faster broadband, thanks to the council.



Steve takes his broken kettle and toaster to a county council household waste site, for recycling. Later, he checks the website on how to become a foster carer.



Kelly, who retired recently, wants to find out how she can volunteer at a council country park. She also looks online for a bus pass.



Kirsty contacts the council to arrange care for her elderly grandparent. Later, she searches the council's library website for online magazines to help with her son's homework.

Have your say

To keep up to date with changes the council is proposing visit [leicestershire.gov.uk/have-your-say](https://www.leicestershire.gov.uk/have-your-say)

Changes at recycling sites

From April 2016

Despite saving more than £100 million since 2010, Leicestershire County Council faces severe budget cuts. In 2015 we consulted on a range of cost-cutting proposals. As a result, the following changes to recycling and household waste sites were agreed to contribute towards saving £670,000 per year:

- **Revised opening times**
- **Charges for some items**

New opening times

Each of our 14 recycling and household waste sites will open five days per week throughout the year:

- October to March (winter), 9am – 4pm
- April to September (summer), 9am – 7pm

Recycling and household waste sites	M	T	W	T	F	S	S
Barwell	✓	✓	✓	-	-	✓	✓
Bottesford	✓	✓	✓	-	-	✓	✓
Coalville	✓	✓	✓	-	-	✓	✓
Kibworth	✓	-	-	✓	✓	✓	✓
Loughborough	✓	✓	✓	-	-	✓	✓
Lount	✓	-	-	✓	✓	✓	✓
Lutterworth	✓	-	-	✓	✓	✓	✓
Market Harborough	✓	✓	✓	-	-	✓	✓
Melton	✓	-	-	✓	✓	✓	✓
Mountsorrel	✓	-	-	✓	✓	✓	✓
Oadby	✓	✓	✓	-	-	✓	✓
Shepshed	✓	-	-	✓	✓	✓	✓
Somerby	✓	✓	✓	-	-	✓	✓
Whetstone	✓	-	-	✓	✓	✓	✓

KEY: ✓ Site is open - Site is closed

Recycle

We will continue to recycle your 'household' waste. This includes any small electrical items, plastic, metal, glass bottles or jars, cooking oil, Christmas trees and paint* among other items.

* From April 2016, a permit will be required to dispose of paint. This can be ordered from our customer service centre by calling 0116 305 0001 or emailing customerservices@leics.gov.uk



Charges for non-household items

From April 2016, recycling and household waste sites will charge to accept some 'non-household' waste. Payments will be on site by credit or debit card.

Example items	Charge
Bag of rubble, bricks or hardcore (up to 20 litres)	£3 each
Sheets of plasterboard (or 20 litre bag)	£3 each
Toilet, sink or bath	£3 each
Sheet/window glass	£3 each
Cement bonded asbestos [†] (per 6' x 3' sheet or equivalent)	£10 each

[†] A permit is required for cement bonded asbestos. This can be ordered from our customer service centre by calling 0116 305 0001 or emailing customerservices@leics.gov.uk

More information on the charges will be available on our website from March 2016: leicestershire.gov.uk/environment-and-planning/waste-and-recycling

Alternatives to consider

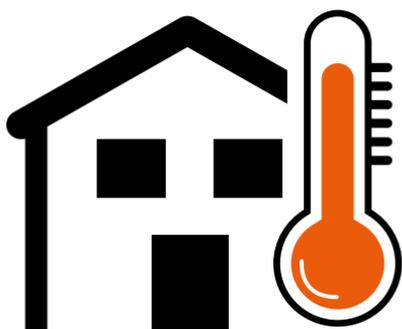
If you are carrying out big improvements to your home or garden, you could save yourself time and money by hiring a skip or arranging a collection with a private contractor.

Useful numbers

Stay safe

If you suspect an online or doorstep scam

call **Crimestoppers** on
0800 555111



Warm Homes, Healthy Homes

The scheme offers support and advice on reducing your energy bills and staying warm and healthy in your home call

0300 333 6544

www.papworthtrust.org.uk

Stay connected

Volunteering, adult learning or hobbies are all ways to stay connected to your community and friends.



Visit **leicestershire.gov.uk** to find opportunities in your area.

Call 111

if you're not sure which NHS service you need, if you need medical help or advice but it's not a life-threatening situation.



If you're a **victim of domestic or sexual violence** in Leicester, Leicestershire or Rutland call **0808 802 0028**

Fake cigarettes and tobacco can have up to 30 times the level of harmful toxins as well as human faeces and rat droppings. To report the sale of fake cigarettes call

0800 555111



Could you make a difference to children in Leicestershire?

Come to a 'Find out about fostering' event in 2016 at County Hall, Glenfield:

Wed 27 January

Thu 18 February

Wed 9 March

Thu 31 March

Thu 21 April

Wed 11 May

Wed 1 June

Thu 23 June

Thu 14 July

Wed 3 August

Thu 25 August

Wed 14 September

Tue 4 October

Wed 26 October

Thu 17 November

Thu 8 December

Call **0116 305 0505** or visit
www.fosteringleicestershire.com
for more details.



Could you spot the signs?

Child sexual exploitation is a form of sexual abuse. Victims are manipulated or forced into taking part in a sexual act, either as part of a seemingly consensual relationship, or in return for attention, gifts, money, alcohol, drugs or somewhere to stay.

Signs of sexual exploitation range from changes in mood, physical appearance and eating, to appearing with unexplained gifts, secretive mobile phone use and regularly missing school.

You may be unsure about whether you're right to be worried, but it is important that you don't keep any concerns to yourself.

CHILD ~~SEXUAL~~ EXPLOITATION

For advice, support or to report a concern, contact:

Children's Social Care

Leicestershire County Council
0116 305 0005
childrensduty@leics.gov.uk

missing people

Call or text: 116 000

Police

Non emergencies, call 101.
Concerns that a child is in
immediate danger, call 999.

Safeguarding Children Board

www.lrsb.org.uk