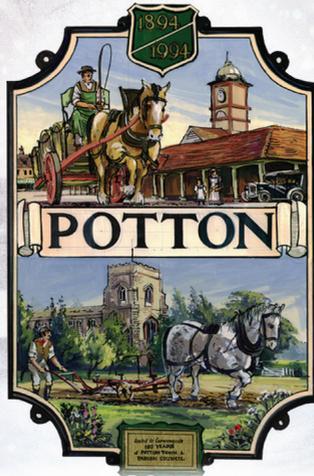


Potton Town Council

Potton Town Council, Town Council Office, The Community Centre, Brook End,
Potton SG19 2QS Tel: 01767 260086

Email: pottoncouncil@btconnect.com Web: www.pottontowncouncil.co.uk



Newsletter Winter 2014/15



Frederick William Jakes MBE - FREEMAN OF POTTON

Some of you may be aware that the town council have recently taken the historic step of granting the freedom of the town to Frederick William Jakes, better known to all as Eric.

For the newer residents of our community it may help to explain the background to the how, why and what led up to this momentous decision.

Eric Jakes is a Potton man born and bred. He was born 8th. May 1928. At the relatively young age of 27, for those days, he was elected onto Potton Parish Council as it was then in 1955. He has served continuously on that council until his recent ill health forced him to retire.

During that time he has also served on the old Biggleswade Rural District Council and subsequently on Mid-Beds District Council which were both forerunners of the current Central Beds Council. During his tenure on all these authorities he held the position of chairman.

Apart from his civic duties Eric was also a governor of Burgoyne Middle School for over 30 years, serving as chairman for much of that time. He has been a regular at St. Mary's Church since he was a boy, serving on the PCC holding many offices including church warden. When he retired as warden he was honoured with the title of warden emeritus.

For many years he was a member of Potton Consolidated Charities, serving as Chairman of that body until ill health forced his retirement. During his spare time he has been a member of the history society.

So how can you repay a man who has given and put so much into his community for so many years? The answer was the 1972 Local Government Act that allowed local authorities to honour a citizen(s) in this way. So that was the decision of Potton Town Council at a special meeting in September 2014.

THE CHAIRMAN'S MESSAGE - Councillor Peter J. Langridge

We are all aware of the condition of the local roads regarding potholes. You may not be aware that CBC now has an app www.centralbefordshire.gov.uk/mobileapp for your mobile that can identify problems and give your position using GPS (Global Positioning System). Please download it and keep reporting pothole problems.

On a very unpopular subject I will take this opportunity to remind you all that the town council is in the process of producing the budget for the next financial year. CBC are once again withholding the funding from central government that they say should be passed onto town and parish councils. With the withdrawal of certain services by CBC this means that Potton Town Council will have to increase the precept in April to maintain the service you want and deserve.

Next May also brings the elections and the chance for you all to show how you feel about the way you are represented. I would encourage you all to exercise your right to vote and show us how we have been doing. I welcome Geoff Emery on the town council who brings many skills that will help us on our journey in the future.

It's that time of year again where the old ambiguities appear, "Winter draws on." Dark mornings and dark evenings but the Christmas lights will brighten it up around the Market Square. You will see some new additions this year, once again improving our display. Among these are two new lights designed by pupils from our two schools. The response to the competition to design new lights was nothing short of incredible. The amount of designs submitted made it very difficult to choose the winners. A compilation of all the designs were available for everyone to see and enjoy at the Christmas Lights switch-on.



Photo left the winning illumination from Burgoyne Middle School and photo below of the winning illumination from Potton Lower School.

There has been some controversy recently over the subject of social media and in response the town council has set up a sub-committee to look into how we can communicate and possibly interact with members of the public. Potton Town Council's website and twitter that are official PTC organs are under review. Not to be confused with any sites that seem to be connected to the council.

Some of you may have heard of Faith and Light? This is an organisation that meets once a month and helps people with learning difficulties. Unfortunately it is coming to an end. Anyone who has attended in the past in any capacity is invited to a farewell party on December 19th.



To commemorate the great war of 1914-1918 a garden of remembrance has been commissioned and will be in the Henry Smith playing fields at some stage in the future. May I wish you all a merry Christmas and a happy and healthy new year.

Best wishes Councillor Peter J. Langridge Chairman, Potton Town Council

NEW TOWN COUNCILLORS



Cllr Geoff Emery - I have been a resident of Potton for 10 years and on retiring in 2007 as Managing Director of a large IT company, I was elected on to Potton Town Council where I served for a period of 5 years. In that time I was Chairman of the Town Plan and was responsible for starting the Youth Club, Environment Group etc.

I rejoined the Council in 2014 and look forward to helping the community for the future.

Outside of the Council I am Chairman of the Hall for All Steering committee and Chairman of the Trustees of the Hall Charity. I am learning to play the Cello and made my own over 3 years. In my spare time I play Golf at John O'Gaunt and cycle.

Potton Town Council Precept 2015/16

Potton Town Council's services are funded by local Council taxation "Precept" and is collected by Central Bedfordshire Council and this money is passed to the Town Council for its services.

In January 2015 Potton Town Council will be deciding on the level of the precept it will charge to local people for the services which it provides for the financial year 2015/16. It is planned that a final decision will be made at a meeting of the Town Council on 7 January 2015 and all members of the public are welcome to attend this meeting and express their views about the precept at the meeting.

In 2013/14 Potton Town Council's total precept was set at £136,188 and the Town Council also received a grant of £12,834 from central government which was given to Central Bedfordshire Council (CBC) specifically to compensate town and parish councils for changes to their tax base caused by council tax benefit reform.

In January 2014 Potton Town Council set the precept for the financial year 2014/15 at £140,965 and received £0 of grant money caused by CBC refusal to give parishes and towns any part of this funding stream despite ministerial advice to do so. As the town council increased its precept by £4,777, the loss of the grant of £12,834 left a shortfall of £8,057 in its income for the financial year 2014/15 compared with the financial year 2013/14.

For the next year financial year 2015/16 Central Bedfordshire Council has also chosen again not to pass on this funding to its town and parish councils despite government guidance that it should do so.

The Council has already been instituting efficiency savings in this financial year and has not increased staff levels for several years despite increased workloads. Unfortunately Potton Town Council will now have to increase its proportion of the Council Tax to maintain services.

THE BIGGLESWADE TALKING NEWSPAPER

Local news, for Local Listeners by Local volunteers supported and funded by local organisations.

- The Biggleswade Talking Newspaper is the only way that the blind and partially sighted person can independently access Local news.
- If you know anyone who you feel would like to have a "talking newspaper" on a memory stick each week, free to the listener, please contact us 07840 504940 or visit our web site.
- We are the official "talking newspaper" for East Bedfordshire, Biggleswade, Arlesey, Potton, Sandy, Shefford, Stotfold and the surrounding villages.
- The BIGGLESWADE TALKING NEWSPAPER DAY our Listener numbers have increased by 50% in the last 18 months.

For further details contact www.biggleswadetalkingnewspaper.org.uk or Phone **David Gentle** on **07840 504940**. Registered charity No 281316.

Potton Apple Day - Core! What a great day out

For the third year, Potton Apple Day was held at St Mary's Church field on the last Sunday in September. Fine weather ensured the best turn out yet and several new highlights

East Beds CAMRA branch offered tasting from the range of real ciders available on the day. Only one was from outside Bedfordshire and two were made in Potton! Cider made from the apples juiced last year was very popular and most sold very well on the day or for drivers to take home.



Judging the cider competition was a highlight of the day and conducted with much gravity(!). Rev Gill Smith, Bob Smith, Cllr Adam Zerny, Jo Freeman and Simon Bailes (whose own Dunton Cider won last year) awarded the trophy to Apple Cottage of Baldock. The trophy was donated by Potton Hall For All Chairman Geoff Emery and commissioned from potter Eve Carroll. Eve kept the children happy all day making their own trophies on her potter's wheel.

Photo above of Judy Oliver presenting the trophy on behalf of Potton Hall For All to Jo Freeman (CAMRA, Cider representative) on behalf of the winner, Apple Cottage, Baldock. Photo below of the cider judging panel.

Music from local band 'Apple Crumble' kept everyone in a party mood all afternoon. There were lots of questions and suggestions about the forthcoming Potton Orchard. But for most visitors the main attraction is getting their hands dirty chopping and pressing the apple harvest. Many hands make light work and all the apples picked before the day and the many bags brought by families on the day were turned into lovely fresh apple juice. Lots of juice was drunk on the day but don't worry, we've saved some to make cider for next year (Sunday 27 September 2015).



To find out about next year's Potton Apple Day and Potton Orchard, **contact: sal.wileman@btinternet.com or cider@eastbedscamra.org.uk**

CLOCKS GO BACK - BURGLARIES GO UP



Bedfordshire Police are warning residents across the county to be on their guard after the clocks go back this weekend providing easy pickings for burglars.

Traditionally the number of break-ins go up by as much as half when it starts getting darker earlier, so this year, as well as special operations to target burglars, the force is giving local people guidance on how to protect their homes against this seasonal increase in burglaries.

Simple crime prevention precautions really can make all the difference. Thieves are essentially lazy and if they have to make a lot of noise, spend a lot of time, or risk being seen, they are unlikely to bother to attempt a break-in. Taking a few precautions now, and purchasing a few simple security devices to make your home more secure, is a small price to pay for peace of mind.

Make sure you do the following things to make your home more secure and help Bedfordshire Police reduce the number of burglaries this winter:

- Leave lights or the radio on so it looks and sounds like someone is at home.
- Lock all windows - thieves can wriggle through any gap larger than a human head.
- Fit locks to the top and bottom of patio doors.
- Visible burglar alarms make burglars think twice.
- Never leave garages or sheds unlocked.
- Check for weak spots and sagging fences on your boundary.
- Stop a thief getting into the back of the house where he can work unseen by fitting a strong, high gate across a side passage.
- Be alert to strangers loitering in the street. If you don't recognise them or they are acting suspiciously, call the police.
- Don't hide keys under the mat or in a flowerpot - it is the first place a burglar will look.

You can download a comprehensive guide to protecting your home and property from the Bedfordshire Police website bit.ly/1pFTcB3 or visit www.bedfordshire.police.uk.

Vulnerable and older people can get a free security check and home improvements from the Bobby Van team, qualified carpenters and security experts who provide those over 65 or vulnerable people with a FREE security check to improve their security and prevent them becoming victims in the first place. If you are over 65 or considered vulnerable, or a carer for someone in this situation, go to bit.ly/1ruSZHu to ask for a visit.

Anyone with information relating to a burglary or other incident should call Bedfordshire Police on 101, or text information to **07786 200011**. Alternatively you can contact the independent crime fighting charity, Crimestoppers, anonymously, on **0800 555 111**.



ANTI-SOCIAL BEHAVIOUR

The Town Council at a recent meeting discussed about the locking of the town council car parks in Brook End and Mill Lane due to anti-social behavior by some of the users. Anti-social behaviour (ASB) is categorised as either nuisance, environmental or personal ASB. It includes rowdy and inconsiderate behaviour, street drinking and malicious/nuisance communications.

Photo right of Brook End car park.

Bedfordshire Police advises that ASB has a complex relationship with crime and can be a matter of interpretation and perspective and they recognise that it can have devastating effects on quality of life and the safety of individuals and communities, particularly if it is a repeated event. The council would like the public to call the Police on 101 to report any anti-social behavior or report to the town council.



Pride in Potton

The Town Council at a recent meeting discussed about the amount of litter deposited on public land including Brook End car park, Henry Smith Playing Fields and Mill Lane Playing Fields.

The Town Council and Central Bedfordshire Council provide litter bins in various locations throughout the town and if you can't find a bin take the litter home. Dog waste can also be bagged and put into dog bins, litter bins or taken home and put into the black wheeled bin.

To cut down on amounts of dog mess, restrict dogs from places such as children's playgrounds and ensure that people keep their dogs on leads in certain areas including cemeteries and where there are marked sports pitches new dog control orders have been introduced by CBC.

Photo right of Potton Cemetery.

Central Bedfordshire Council on the 19th October 2014 introduced a range of Dog Control Orders, utilising powers under the Clean Neighbourhood and Environment Act 2005. It is now an offence to:

- 1.** Fail to remove dog foul on any open land in Central Bedfordshire to which the public have access – this extends the current legislation which largely covers towns and villages to a much wider area including the countryside and country parks.
- 2.** Allow a dog off a lead on any land to which a Dogs on Lead order is in place – this extends current legislation that already applies to A and B roads and adjoining footpaths and verges, and is now extended to cover cemeteries/burial grounds/gardens of remembrance, marked sports pitches, and the car parks/recreation/education areas of some country parks.
- 3.** Fail to put a Dog on a Lead when ordered to do so by an authorised person: authorised council officer, dog warden, site manager or park ranger, where the dog is not under proper control and is causing a nuisance to others.
- 4.** Allow their dog to enter or remain in an area from which Dogs are Excluded: Enclosed children's playgrounds and multi-use games areas. Anyone who fails to do so faces a fixed penalty notice of £80 – or a fine of up to £1,000 if prosecuted. Exceptions are available for assistance dogs.



Potton Speedwatch - Say Hello to Sid



Sid, or to give him his full title **“Speed Indicating Device”** is the big smiley face roadside toy of the Potton Speedwatch volunteers. Established at the beginning of the year, Potton Speedwatch is a Police led incentive to tackle speeding traffic.

Speeding has always been a voiced concern of the Potton community, being high on the list of issues raised in the town plan questionnaire, and also a regular complaint at town council surgeries.



When Bedfordshire police rolled out an incentive to mobilise volunteer groups in towns and villages to actively take part in high profile traffic monitoring, Potton was keen to become involved. With a small, but growing group of our own volunteers the device is now becoming a regular sight along Potton's roads. SID measures the speed of oncoming traffic and displays the vehicles speed together with a suitably smiley or sad face depending on the result. Speeding vehicle details are recorded by the volunteers and the results forwarded to the Police, who in turn contact the owner / driver of the vehicle.

If you would like to know more about SID and the speedwatch team, would like to join our volunteer group or indeed feel that you have a speeding concern in your road, please contact speedwatch via the town clerk **(01767 260086)** or **pottoncouncil@btconnect.com**

The more people we can get involved, the more regularly we can get SID out on the streets, which in turn will have an effect on traffic through the town. Please help if you can.

Ivel Sprinter Weekly Bus Service to Cambridge – at the Annual General Meeting of the East Beds Community Bus Ltd who operate the Ivel Sprinter on Monday 24th November 2014 they discussed and approved a proposal to continue to trial a Service No.2 weekly running through Tempsford, Sandy and Potton and on to Cambridge. The timings of the service will be the same as currently.

Part of the No.2 service timetable with stops for Potton and Cambridge listed below only.

Potton Newtown	0934	Cambridge Bus Station Bay 2	1400
Potton Market Square	0937	Potton Market Square	1435
Cambridge Bus Station	1015	Potton Newtown	1438
Cambridge Grafton Centre	1020		

Ivel Sprinter are always looking for volunteer drivers for this additional service and other regular services, so if there are any people who would like to help the community one day a month, please get in touch **01462-701323**.



HALL HIRE – Availability at the Community Centre and Mill Lane Pavilion

There is a large hall at the Community Centre in Brook End with a kitchen. There is also a carpeted upstairs hall 5 meters square with kitchen facilities. The upper hall is suited to smaller meetings and group events.



There are a number of vacant sessions during the day time and at weekends at the Community Centre, give Mrs Williamson a call during office opening hours to see if either of the halls would be suitable for your group or function. The centre is near to Potton Market Square for the bus route and shopping and a free car park is very nearby.

Photo of Mill Lane Pavilion and the Community Centre.



The Pavilion at Mill Lane has a large 9 metre square hall and kitchen and there are facilities for people with disabilities. The floor may not be suitable for dance groups. We have a large free to use car park.

If you are planning your child's Birthday party, the Pavilion at Mill Lane may well be the ideal location.

Please contact Mrs Sarah Williamson to check on availability and make a booking
Tel: 260086 or Email: pottontowncouncilbookings@btconnect.com.

Hourly Charges for Use of Town Council Facilities COMMUNITY CENTRE

	Up to 5pm Weekdays	5pm to 10.30pm Weekdays	Weekends / Bank Holidays
Main Hall	£7.50	£9.50	£12.00
Upper Hall	£5.00	£6.50	£7.50

MILL LANE PAVILION

	Up to 5pm Weekdays	5pm to 10.30pm Weekdays	Weekends / Bank Holidays
Pavilion	£8.50	£12.00	£16.00

Non- regular commercial and outside users – an additional charge of £4 an hour

There is a one and a half hour minimum charge of the premises for non commercial users and a two hour minimum charge for commercial users. Bookings will only be accepted in half hour blocks subject to the above conditions.

The Red Lion Public House

The Town Council is disappointed that the Red Lion has closed and a planning application has been submitted to Central Bedfordshire Council CB/14/04070/FULL change of use from public house (A4) to one residential unit (C3). The Town Council as a consultee for all planning applications in Potton is opposed to the application.

East Bedfordshire Campaign for Real Ale has submitted an application to Central Bedfordshire Council for The Red Lion Public House in Potton to be listed as an "asset of community value" under the Community Right to Bid, which is part of the Localism Act.

Photo right of The Red Lion 1993 supplied by Potton History Society.



CBC has until 31st December 2014 to make a judgement about whether the asset meets the definition for listing and respond in writing to the community group. A building is deemed to be of community value if in the opinion of CBC it is currently used to further the social wellbeing or social interests of the local community; and it is realistic to think it will continue to do so in the future (whether or not in the same way). The full definition for listing is contained in Section 88 of the Act, which can be accessed via the following link: <http://www.legislation.gov.uk/ukpga/2011/20/section/88/enacted>.

ALLOTMENTS

The Town Council has an allotment site with over forty plots, if you are interested in an allotment plot at some stage in the future please contact Mrs Sarah Williamson

Email: pottontowncouncilbookings@btconnect.com
or **Tel: 260086** about being added to the allotment waiting list.



Photo right of one of the allotment plots.

Potton Town Council's current waiting list policy is to allocate plots in the following order:

- Potton residents who do not currently have an allotment plot.
- Potton residents who have half a plot but would like an additional plot.
- Potton residents who have full a plot but would like an additional plot.

Town Council Information

Town Council Office, The Community Centre, Brook End, Potton SG19 2QS

Tel: 01767 260086 Email: pottoncouncil@btconnect.com Web: www.pottontowncouncil.co.uk

Office opening hours:

Monday	9am – 12.30pm
Tuesday	9am – 12.30pm
Wednesday	Closed
Thursday	9am – 12.30pm and 2pm – 4pm
Friday	Closed

For enquiries regarding the following:

Cemetery, Allotments, Henry Smith Playground, Mill Lane Playground, Recreation Fields, Public Conveniences, Brook End Car Park, Pavilion and Community Centre.

Councillor contact details:

Ruth Burmo	260712	Alan Leggatt	260001
Denis Ellison	261925	John Lewis	260726
Geoff Emery	261710	Angus Macdonald	262006
Andy Gibb	260067	Paul Rogers	260977
Richard Harris	262596	Chris Temple	262535
Les Ivall	261559	Rex Whitfield	262246
Roger Jordan	261143	Adam Zerny	261319
Peter Langridge	260362		

Mr P. Langridge is Chairman of the Town Council

Mr A. Macdonald is Vice Chairman of the Town Council

Mr A. Leggatt is Chairman of the Finance Committee

Mr P. Rogers is Chairman of the Buildings and Facilities Committee

Mr A. Macdonald is Chairman of the Playing Fields, Allotments and Burials Committee

Mr J. Lewis is Chairman of the Planning Committee

Mr R. Jordan is Chairman of the Town Plan

Officers:

Jonathan Whitehurst	Town Clerk
Sarah Williamson	Clerical Assistant

CENTRAL BEDFORDSHIRE COUNCILLOR'S REPORT - Cllr Adam Zerny

Well what a packed year it's been! I've been kept fully employed as a Central Beds councillor and have tried as hard as I can to keep you up-to-date with the news. Just in case you've missed it, here's a quick digest.

In January we saw Central Beds agreeing to resurface Hatley Road but condemnation of the council for failing to pass on the Council Tax Support Grant to parish and town councils.

In February, funding was agreed for Potton Town Cricket Club for a new pavillion from the council's Section 106 money; gullies that had been a flood risk in Market Square were finally cleaned out.

In March, the Sutton Crossroads was resurfaced; I also raised concerns with Cambridgeshire County Council over overcrowding on buses taking Potton schoolchildren to Bassingbourn.

In April, Central Beds released their report into the concerns I'd raised about their spending on large contracts. The council acknowledged issues over conflicts of interest, value for money and the tendering process itself but concludes that although they have learnt lessons and all the senior staff involved have now left the council!

In May, there was fun and games in the Henry Smith Playing Fields which hosted the Potton Sports Day. I ran a mile first thing that morning to raise money for Potton Consolidated Charity. Royston Street was resurfaced.

In June, the council repainted lines on Blackbird Street and there was good news over the level crossings at Tempsford which won't be lost. Central Beds councillors refused to agree to having more of the council's committee meetings in the evenings.

In July, news emerged Central Beds had spent £800,000 on redundancies last year. The council refused to take immediate action after a fatal accident at Deepdale and is still pondering what to do given further accidents.

In August, a new dog bin was installed in Deepdale and new recycling bins in Market Square. Central Beds also agreed to provide a defibrillator for Potton.

In September, Central Beds withdrew their gypsy/traveller site plan (although I suspect it will return) and I highlighted worries over Central Beds policy on charging children for school buses based on where they live.

In October, the council began a consultation to extend no parking lines on Biggleswade Road and a further dialogue to consider extending the area covered by their superfast broadband zone.

In November I added my voice to that of the Bedfordshire Association of Local Councils pushing Central Beds to pass on the Council Tax Support Grant to parish and town councils.

Thank you for all the support I have received from the local community this year.

GYPSY / TRAVELLER SITE ALLOCATION PLAN - Cllr Adam Zerny

Many of you will have taken part in Central Beds' consultations this year and last with regard to the council's Gypsy/Traveller site allocation plan.

CBC sent all your responses and the plan they approved to an independent inspector who raised a number of concerns.

CBC decided there was insufficient time to respond to these concerns (although the inspector was prepared to allow an extension) and instead withdrew the gypsy/traveller site plan at their September meeting. Concerns were raised at the meeting over the cost of the plan so far.

No dates have been given as to when the plan will return although the Portfolio Holder said that it definitely would.

CBC are still proposing to expand the existing Potton site with an extension that could double the size of the site (on land immediately to the west of it). This has not reached the stage where they are seeking planning permission but Central Beds have provisionally been granted government funding to carry out works here.

Central Bedfordshire Councillors

Doreen Gurney	680395	Adam Zerny	261319
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For enquiries regarding the following:

Libraries, sports & arts, elections, education, waste & recycling, housing, planning, building control, trading standards, council tax, grants, benefits, buses, blue badges.

Central Bedfordshire Council

Tel: 0300 300 8000 Email: customer.services@centralbedfordshire.gov.uk

For enquiries regarding Highway issues including roads, potholes, street lighting, pavements, hedge cutting.

Central Bedfordshire Council Highways

Tel: 0300 300 8049 Email: highways@centralbedfordshire.gov.uk

Central Bedfordshire Council Potton Library Opening Hours

Monday	2pm – 6pm
Wednesday	2pm – 6pm
Friday	10am – 1pm and 2pm – 6pm
Saturday	10am – 1pm

Free wireless internet transmitting 24-7. Weekly newspapers are available.

The librarian, Gillian, will be happy to answer any queries on 0300 300 8063.

DATES FOR THE DIARY

December

- Sat 6th Councillors Surgery 10am – 12 noon – Library (Cllr Macdonald and Harris will be in attendance)
Sat 6th Seasonal Market - Potton Market Square 9am – 1 pm

January

- Sat 17th Councillors Surgery 10am – 12 noon – Library (Cllr Ivall and Leggatt will be in attendance)

February

- Sat 21st Councillors Surgery 10am – 12 noon – Library (Cllr Burmo and Ellison will be in attendance)

March

- Sat 21st Councillors Surgery 10am – 12 noon – Library (Cllr Jordan and Macdonald will be in attendance)
Sat 21st Seasonal Market - Potton Market Square 9am – 1 pm

Council and Committee Meetings

All meetings are usually held in the Mail Hall of the Community Centre unless otherwise stated and the first meeting of the evening starts at 7pm. Press and public welcome to attend.

December

- Tue 2nd Town Council followed by Planning Committee
Tue 16th Finance Committee followed by Planning Committee

January

- Tue 6th Town Council followed by Planning Committee
Tue 20th Finance Committee followed by Planning Committee followed by Playing Fields, Allotments & Burials Committee

February

- Tue 3rd Town Council followed by Planning Committee
Tue 17th Finance Committee followed by Planning Committee followed by Buildings & Facilities Committee.

March

- Tue 3rd Town Council followed by Planning Committee
Tue 17th Finance Committee followed by Planning Committee

Potton Community Agent

Potton Consolidated Charity is working with Bedfordshire Rural Communities Charity (BRCC) in an exciting new partnership and has generously funded the new post of Potton Community Agent.

Andrea MacAdam began working as your Community Agent a few weeks ago and is here to help residents access the services they may need, to provide high quality information and advice and to help people make better informed choices about their own lives. Working mainly with older people, Andrea can help identify what services, benefits and practical support individuals may need in order to improve their overall quality of life.

Andrea is DBS checked, carries an identity card and operates in the strictest confidence. You can book an appointment for a visit on a Tuesday, Wednesday or Thursday to discuss issues in your own home or you can talk to Andrea over the telephone if you prefer. The service is free of charge.

If you have an issue that you can't find any information on, don't have anyone to talk to about or perhaps you don't want to discuss with your relatives, please call Andrea, Potton Community Agent, on **0300 555 5949**. Leave a message with your name, telephone number and a brief description of the issue and Andrea will call you back as soon as possible.