

Council publications: leaflets, booklets and newsletters

This leaflet includes details of leaflets, booklets and newsletters published by the council and how to access them.

- Many publications are available on the council's website, links are provided where applicable.
- **If** there is only a paper copy available please **contact Info in Herefordshire** for further advice as to how to obtain a copy.
- **Or** if you are unable to find the information you require.
- **Or** if you need help to understand a document, or would like it in another format or language.

Please call **Info by Phone** on 01432 260500 or email info@herefordshire.gov.uk or visit you local [Info Point](#) for further advice.

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Category		Title	Description	Format	Charge
Adult Care Services	Accessing services	Changes to out-of-hours number for NHS doctors, dentists and adult social care	Includes contact details of how to access adult care services outside normal working hours.	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Carers/ Financial support	Can you get Attendance Allowance	Explains who is eligible for an Attendance Allowance	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Residential Homes	Interim Care Beds	Details of how residential care is paid for and how payments can be deferred if you are required to sell your house.	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Residential Homes	Residential Care State Benefits	Information on the state benefits that may be available to those in residential care.	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Residential Homes	Residential Care Liable Relatives	Provides information on whether you have a relative who may be liable to pay for or contribute to the cost of your residential care.	Paper	Free
		If electronic version available, please use the following link:			

Category		Title	Description	Format	Charge
Adult Care Services	Residential Homes	Residential Care Deferred Payments	Provides information on deferring payment of the cost of your residential care.	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Support Adults/ Assessment	Herefordshire's Joint Visiting Team	Details of who the 'Joint Team' for older people are, what they do and how they can help	Paper	Free
		If electronic version available, please use the following link:			
Adult Care Services	Support Adults/ Assessment	Personalised Budgets	Provides information on how adults can receive funded support to help them live independently.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/SocialCare/Budgets-www.pdf			
Adult Care Services	Support Adults/ Grants	Herefordshire Affordable Warmth Strategy	Information on the strategy to provide affordable warmth throughout Herefordshire and advice on how to receive a grant to assist in heating your home.	Paper	Free
		If electronic version available, please use the following link:			

Adult Care Services	Support Adults/ Finance and Commissioning	Paying for services. How we charge for non residential care services	Details the non residential care services that are free and those that have charges. Also how charges are recovered if there are any.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Paying_for_services_leaflet(1).pdf			
Adult Care Services	Support Disabilities	Help for adults with learning disabilities and their carers	Provides information on the help available to people with learning disabilities, their carers, relatives and others interested.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Adult Care Services	Support Disabilities	Services for adults with a physical disability	Information on the services available to adults with a physical disability.	Paper booklet	Free
		If electronic version available, please use the following link:			
Adult Care Services	Support Disabilities	Services for older people & adults with a physical disability	Information on the services available to adults with a physical disability.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/SocialCare/services_for_older_people_and_adults_with_a_physical_disability.pdf			
Adult Care Services	Support Disabilities	Services for adults with a Visual Impairment	Information on the services available to visually impaired adults in the county.	Paper booklet	Free
		If electronic version available, please use the following link:			

Adult Care Services	Support Disabilities	Sensory Impairment, A guide to services	Information on sensory impairment and the services available.	Paper booklet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/SocialCare/sensory_impairment_information_leaflet.pdf			
Adult Care Services	Support Disabilities/ Independence at home	Getting Home Staying Home	Information on the help available if you have been ill and require assistance at home to help you live independently.	Paper leaflet	Free
		If electronic version available, please use the following link: -			
Adult Care Services	Support Disabilities/ Independence at home	Re-ablement: Route to Independence	Details of the work done by the Re-ablement Service team and how they can help you to return home and be independent again.	Paper leaflet	Free
		If electronic version available, please use the following link: -			
Adult Care Services	Support Disabilities/ Independence at home	Homeward Bound	Information on the Homeward Bound Unit, a facility that helps people to regain their independence through reassurance and practical advice.	Paper leaflet	Free
		If electronic version available, please use the following link: -			
Adult Care Services	Support Disabilities/ Independence at home	Independent living through Telecare Solutions	Information on a range of non intrusive sensors which offer a comprehensive way of managing the risks to a person's health and home environment	Paper leaflets (1 xA5 leaflet and 1 x A4 leaflet)	Free
		If electronic version available, please use the following link: -			

Adult Care Services	Support People	A guide to supporting people in Herefordshire	Information on the Supporting People programme which funds services to provide vulnerable people with the low-level housing-related support services they need.	Paper leaflets/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/Supporting_People_in_Herefordshire.pdf			
Adult Care Services	Support People/ Social issues	Stop smoking Service	Information on how to get advice and support if you want to stop smoking	Paper leaflets	Free
		If electronic version available, please use the following link: -			
Children and Family Services	Management: Customer Satisfaction	How are we doing? Comments, Compliments, Complaints	Information on how to comment on services received.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Support Disabilities	Shared Care, Supporting disabled children and their families	Information on the Shared Care scheme	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Support Disabilities	Access and Improvement Teams: Information Booklet	Information on the services to children and young people with sensory impairments, physical disabilities, and or medical needs	Paper	Free
		If electronic version available, please use the following link:			

Children and Family Services	Childminding	Childminding in Herefordshire	Information and support for childminders in Herefordshire, including advice on training and how to become a quality assured childminder.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Adoption and fostering	Fostering and Adoption - You can make a difference	Information about adoption and fostering in Herefordshire	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Adoption and fostering	The Adoption Letter Box	An adoption letter box is a confidential arrangement for birth relatives and adoptive parents to exchange information after adoption.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Children and Young People's Plan	Outlines the programme for improving the delivery of services for children and young people.	Paper Brochure/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Childrens_plan_2008-2011.pdf			
Children and Family Services	Programme Management and Development/ Services for Children	Children's Centres in Herefordshire: what we have achieved so far...	A review of what has been achieved so far in the various Children's Centres	Paper Brochure	Free
		If electronic version available, please use the following link:			

Children and Family Services	Programme Management and Development/ Services for Children	Services for children aged 0-5 and their families	Information on the services available from SureStart, North Herefordshire Children's centres	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Guide to Early Years Education for 3 and 4 year olds	Information on the entitlement of a free nursery place to children living in the county.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Children and Families – What we do and who gets help from us	Information about children's services offered by the Council	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Herefordshire Early Years and Extended Services	Information on what Herefordshire Early Years and Extended Services can do for parents, employers, providers and people interested in working with children.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Early Years and Extended Services Newsletter	The latest news and events from Early Years and Extended Services	Paper Newsletter	Free
		If electronic version available, please use the following link:			

Children and Family Services	Programme Management and Development/ Services for Children	Conningsby & Kington Youth Centres	What's on for each area, timetable and description of services.	Paper newsletter	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Community Youth Service, Outdoor education team	Information on who the Community Youth Service are and what activities they offer.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	Programme Management and Development/ Services for Children	Kington and Coningsby Children's Centres - Parents tell their stories	Information for parents from other parents sharing their experiences	Paper Booklet	Free
		If electronic version available, please use the following link:			
Children and Family Services	CAF team (Vanguard team)	Welcome to Herefordshire's way of helping children and young people - a message for parents and carers	Describes briefly what CAF is about and how it helps families.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Children and Family Services	CAF team (Vanguard team)	Welcome to Herefordshire's way of helping children and young people - a message for children and young people	Describes briefly what CAF is about and how it helps children and young people.	Paper leaflet	Free
		If electronic version available, please use the following link:			

Community Safety and Emergencies	Emergency Planning/ Emergency Plan	Ready to Respond	Information on the kinds of emergencies that may be faced and advice on what to do in such an emergency.	Paper leaflet/	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/PolicingandPublicSafety/ready_to_respond.pdf			
Community Safety and Emergencies	Emergency Planning/ Emergency Plan	Business Continuity Management	Booklet to support small and medium businesses in writing BC plans.	Paper/ Electronic	Free
		If electronic version available, please use the following link: -			
Community Safety and Emergencies	Emergency Planning/ Emergency Plan	Business Continuity Management	Pamphlet to raise awareness of the need to develop BC plans.	Paper/ Electronic	Free
		If electronic version available, please use the following link: -			
Community Safety and Emergencies	Partnership Information	Working together to make Herefordshire an even safer place to live, work and visit	A general information leaflet on the Community Safety & Drugs Partnership, including contact details.	Paper / Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/community_and_living/1306.asp			
Community Safety and Emergencies	Partnership Information	Safer Herefordshire - Strategic Priorities 2009 - 2010	An information booklet on our strategic priorities, how we work, who we work with and examples of the work we do.	Paper	Free
		If electronic version available, please use the following link: -			

Community Safety and Emergencies	Partnership & Community Information	Herefordshire Community Safety Handbook 2008	A general information booklet offering advice on anti-social behaviour, crime prevention, drugs and alcohol, road safety, domestic abuse and managing offenders. Important contact details are also included.	Paper	Free
		If electronic version available, please use the following link: -			
Community Safety and Emergencies	Community Information	Fuel Security	A general information leaflet on security measures which can be taken, to prevent home fuel theft.	Paper	Free
		If electronic version available, please use the following link: -			
Community Safety and Emergencies	Drug Service Providers Advice	Where can I go for help & support about alcohol & drug misuse?	An information leaflet on the drug and alcohol services available in Herefordshire and where to go for help, including contact details. Available in English .	Paper / Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/drug_services_leaflet_english.pdf			
Community Safety and Emergencies	Drug Service Providers Advice	Where can I go for help & support about alcohol & drug misuse?	An information leaflet on the drug and alcohol services available in Herefordshire and where to go for help, including contact details. Available in Polish .	Paper / Electronic	Free
		If electronic version available, please use the following link: w http://www.herefordshire.gov.uk/docs/drug_services_leaflet_polish.pdf			

Community Safety and Emergencies	Drug Service Providers Advice	Where can I go for help & support about alcohol & drug misuse?	An information leaflet on the drug and alcohol services available in Herefordshire and where to go for help, including contact details. Available in Portuguese .	Paper / Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/drug_services_leaflet_portuguese.pdf			
Community Safety and Emergencies	Drug Service Providers Advice	Where can I go for help & support about alcohol & drug misuse?	An information leaflet on the drug and alcohol services available in Herefordshire and where to go for help, including contact details. Available in Russian .	Paper / Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/drug_services_leaflet_russian.pdf			
Community Safety and Emergencies	Drug Service Providers Advice	Drug Intervention Programme Herefordshire (DIP)	A general information leaflet on the DIP Team, including contact details. Available in English .	Paper / Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/community_and_living/32573.asp			
Community Safety and Emergencies	Drug Service Providers Advice	Drug Intervention Programme Herefordshire (DIP)	A general information leaflet on the DIP Team, including contact details. Available in Portuguese .	Paper / Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/community_and_living/32573.asp			
Community Safety and Emergencies	Drug Service Providers Advice	Drug Intervention Programme Herefordshire (DIP)	A general information leaflet on the DIP Team, including contact details. Available in Russian .	Paper / Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/community_and_living/32573.asp			

Community Safety and Emergencies	Hepatitis Awareness	World Hepatitis Day 2009	An information leaflet including invaluable information on how you can be infected, how you can protect yourself and where to go for help and treatment. Contact details and clinic information is also included.	Paper / Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/community_and_living/32634.asp			
Community Safety and Emergencies	Partnership & Community Information	MARAC - Multi Agency Risk Assessment Conference Herefordshire	An information leaflet stating what MARAC is, how it works and who is involved. It also includes important information on domestic abuse organisations and other useful agencies.	Paper	Free
		If electronic version available, please use the following link:			
Community Safety and Emergencies	Community Information	Safety In Herefordshire - A guide to feeling safe for people with learning disabilities in Herefordshire	A safety information booklet for people with learning disabilities, including home security, fire safety and road safety. Useful contact details are also included.	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	Memorial Information brochure	Information on memorials and application forms	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	Bereavement Services Information	Information on the service	Paper	Free
		If electronic version available, please use the following link:			

Crematoria and Cemeteries	Bereavement	ICCM Burials on Private Land	Information	Paper / Electronic	Free
		If electronic version available, please use the following link:			
		www.herefordshire.gov.uk/docs/Burials_in_private_Land.pdf			
Crematoria and Cemeteries	Bereavement	ICCM What to do when someone dies	Information	Paper / Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/What_do_you_do_when_somebody_dies.pdf			
Crematoria and Cemeteries	Bereavement	ICCM family arranged funerals	Information	Paper / Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/Family_Arranged_Funerals_.pdf			
Crematoria and Cemeteries	Bereavement	ICCM pre arranged funerals	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	ICCM Information on using a Memorial Mason	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	ICCM Funerals without a funeral Director	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	ICCM Information on embalming	Information	Paper	Free
		If electronic version available, please use the following link:			

Crematoria and Cemeteries	Bereavement	ICCM Living will	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	ICCM Information on using a Funeral Director	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	ICCM Questions people ask on burial and cremation	Information	Paper	Free
		If electronic version available, please use the following link:			
Crematoria and Cemeteries	Bereavement	Bereavement Services Newsletter	Information / what's on etc	Paper	Free
		If electronic version available, please use the following link:			
Democracy	Representation/ List of Councillors	Membership of Committees and Other Bodies as at 31 October 2008	Lists the members of the cabinet, committees, Councillors etc.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Economic Development	Community Development	Fighting the Downturn	Useful contact details of organisations that may be of use during the current economic downturn.	Paper leaflet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/DOWNTURN_LEAFLET_S2_Layout_1.pdf			
Economic Development	Regeneration/ Rural Development	Rural Enterprise Grant	A guide to rural enterprising in the West Midlands.	A4 paper leaflet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/REG_Brochure.pdf			

Education and Skills	Admissions and Exclusions/ Parental Choice	Herefordshire Information for Parents Book 2009/2010 Admissions to Primary Schools	Information for parents on admissions to the county's primary schools.	Paper Brochure	Free
		If electronic version available, please use the following link:			
Education and Skills	Admissions and Exclusions/ Parental Choice	Herefordshire Information for Parents Book 2009/2010 Admissions & Transfers to Secondary Schools	Information for parents on admissions to the county's secondary schools.	Paper Brochure	Free
		If electronic version available, please use the following link:			
Education and Skills	Admissions and Exclusions/ Parental Choice	Choice Advisor Service	Explains the choice advisor service, which helps parents and young people with the options available when transferring to secondary school.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Education and Skills	Admissions and Exclusions/ Parental Choice	Exclusion From School	Informs parents of the exclusion process and support offered	Paper	Free
		If electronic version available, please use the following link:			
Education and Skills	Curriculum Development/ International Projects	Herefordshire Eco-Schools Update	Newsletter containing information on the latest events in the eco-schools scheme.	Paper newsletter / electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Update_April_2009.pdf			

Education and Skills	Curriculum Development/ Out of Schools Projects	School Travel Plan Update	Newsletter on the latest matters relating to school travel in the county.	Paper newsletter	Free
		If electronic version available, please use the following link:			
Education and Skills	Education Welfare/Student Welfare Service	Herefordshire Education Welfare Service	Explains the responsibility of parents to ensure children receive a full time education.	Paper Booklet	Free
		If electronic version available, please use the following link:			
Education and Skills	Education/ 14-19	Live and Learn An Introduction	Introductory information about the 14-19 Teams Live & Learn School engagement programme	Electronic	Free
		If electronic version available, please use the following link:			
Education and Skills	Education/ 14-19	Herefordshire 14-19 Prospectus	Advice and instructions on how to use and navigate the YouthZONE website	Electronic	Free
		If electronic version available, please use the following link:			
Education and Skills	Education/ 14-19	The Herefordshire Diploma	Introductory information about the Herefordshire diploma	Electronic	Free
		If electronic version available, please use the following link:			
Education and Skills	Education/ 14-19	Professional Development Placement Opportunities	Introductory information about Professional Development Placements	Electronic	Free
		If electronic version available, please use the following link:			

Education and Skills	Arts	Directory of Herefordshire Artists and Agencies in Education, 2008-2009	Includes contact details and the nature of their work	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/0809_ArtDirectory.pdf			
Education and Skills	Lifelong Learning	OFSTED report 2007	External report on the provision and quality of the Council's Lifelong Learning section	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Education/Herefordshire_Council_OFSTED_Report_April_2007.pdf			
Education and Skills	Lifelong Learning	Herefordshire Council Adult and Community Learning Self Assessment report, 2007/08	Report on the provision and quality of the Council's Lifelong Learning section	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Self_Assessment_Report_2007-08_.pdf			
Environmental Health	Water Pollution	Water treatments	Treatments available for water	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/ehts_water_treatments_available.pdf			
Environmental Health	Water Pollution	Contamination	Contamination of water and it's avoidance	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/ehts_contamination_and_its_avoidance.pdf			
Environmental Health	Water Pollution	Regulatory Standards for drinking water	Regulatory standards for drinking water	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/ehts_regulatory_standards_for_drinking_water.pdf			

Environmental Health	Water Pollution	Private water supplies	Cleansing and disinfection of private water supplies	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_cleansing_disinfection_of_private_water.pdf			
Environmental Health	Water Pollution	Nitrates In Drinking Water	Nitrates in your drinking water	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_nitrates_in_drinking_water.pdf			
Environmental Health	Water Pollution	Bacteria in your water supply	Bacteria in your water supply	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_bacteria_in_your_water_supply.pdf			
Environmental Health	Water Pollution	Standards For Drinking Water	Standards for drinking water	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_standards_for_drinking_water_quality.pdf			
Environmental Health	Water Pollution	Sampling	Frequency of water sampling	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_frequency_of_sampling.pdf			
Environmental Health	Water Pollution	Water Monitoring	Charges for water monitoring 2009/10	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/EH_Charges_for_Water_Monitoring_2009_2010.pdf			

Environmental Health	Water Pollution	Drinking Water	Potential sources of illness in drinking water	Electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/ehts_standards_for_drinking_water_quality.pdf			
Environmental Health	Contaminated Land and Landfill	HWCLSG - Leaflet for homeowners 2008	Information	Paper	Free
		If electronic version available, please use the following link:			
Environmental Health	Environmental Health Commercial	Putting Food Hygiene on the menu	Leaflet on Scores on the Doors scheme	Paper	Free
		If electronic version available, please use the following link:			
Environmental Protection	Climate Change	How big are your feet?	Information on how you can find out your carbon footprint and other information available on www.myherefordshire.com	Paper booklet	Free
		If electronic version available, please use the following link:			
Environmental Protection	Climate Change	Take action on climate change	Energy and water saving advice for householders, how you can reduce your energy bills and advice on grants that you can receive to help save energy.	Paper booklet/ electronic	Free
		If electronic version available, please use the following link:			
		http://www.herefordshire.gov.uk/docs/TAKE_ACTION.pdf			

Environmental Protection	Climate Change	Steps to sustainability	Information on how the Council is going to behave more responsibly towards the environment to promote sustainability.	Paper booklet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Environment/Steps_to_sustainability.pdf			
Environmental Protection	Climate Change	Way Ahead! In Herefordshire	Newsletter designed to promote travel awareness and to develop a sustainable, integrated transport system.	Newsletter electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/wayahead_edition_8.pdf			
Environmental Protection	Climate Change	Beat the bills and chills with Hereford Energy Action Team	Tells you the ideal temperature for your house and gives advice on grants for energy efficiency measures.	Info card	Free
		If electronic version available, please use the following link:			
Environmental Protection	Climate Change	Climate Change Action-Reduce Your Impact	Information on how to reduce your impact on climate change.	Newsletter electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Environment/CCA_-_reduce_your_impact.pdf			
Environmental Protection	Climate Change	Climate Change Action-Drive Down Food Miles	Information on how climate change is affected by where our food comes from and what we can do to reduce this affect.	Newsletter electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Environment/CCA_-_drive_down_food_miles.pdf			

Equality and Diversity	Disability	Disability Equality Scheme 2006-2009 Summary	Information on the Disability Equality Scheme, the law surrounding it and how it works.	A4 Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Final_des_06-09(1).pdf			
Equality and Diversity	Diversity	Corporate Diversity, Challenging Discrimination, Supporting People, Promoting Equality	Information on the Corporate Diversity Team and what they do.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Equality and Diversity	Equality	Race Equality Scheme and Comprehensive Equality Policy	Information on how the Council is implementing its Race Equality Scheme, which aims to ensure that it does not discriminate based on ethnicity, religion or race.	Paper leaflet/ electronic	Free
		If electronic version available, please use the following link: Race Equality Scheme: http://www.herefordshire.gov.uk/docs/RES_08-11.pdf Comprehensive Equality Policy: http://www.herefordshire.gov.uk/docs/CEP_2007.pdf			
Equality and Diversity	Equality	Gender Equality Scheme	Information on the Gender Equality Scheme, the law surrounding it and how it works.	Paper booklet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/GES2007to2010.pdf			
Equality and Diversity	Monitoring	Diversity Monitoring	Information on what diversity monitoring is and why the council asks for personal information.	Paper booklet	Free
		If electronic version available, please use the following link:			

Finance	Local Taxation/ Benefits and Subsidies	Annual Review and Summary of Accounts	A review of the work undertaken by the council and a summary of the council's accounts for the given year.	Paper brochure, electronic	Free
		If electronic version available, please use the following link: 2006-2007 http://www.herefordshire.gov.uk/docs/2006-07_Statement_of_Accounts_-_Summary_Review.pdf 2007-2008 http://www.herefordshire.gov.uk/docs/2007-08_Statement_of_Accounts_-_Summary_Review.pdf			
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Benefits, Second Adult Rebate	Information on the second adult rebate and how to apply for it.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Benefits, Appeals	Information on what to do if you wish to appeal against a decision on Housing or Council Tax Benefit.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Benefits, Non-Dependants	Information for Housing Benefit & Council Tax Benefit claimants on non-dependant deductions.	Paper leaflet	Free
		If electronic version available, please use the following link:			

Finance	Local Taxation/ Benefits and Subsidies	Housing Benefit, Local Housing Allowance	Explains the circumstances in which the Council can pay Local Housing Allowance to the landlord if it decides that a tenant is vulnerable.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Benefits: Discretionary Housing Payments	Information on when the Council is allowed to give further help towards housing costs where it is satisfied that more financial assistance is needed.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Benefits, A landlord's guide to housing benefit	General information for landlords whose tenants may be entitled to housing benefit.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Housing Benefit Local Housing Allowance. Information for Landlords	Information for landlords on the introduction of Local Housing Allowance.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Benefits and Subsidies	Housing Benefit Local Housing Allowance. Information for Tenants	Information for tenants on the introduction of Local Housing Allowance.	Paper leaflet	Free
		If electronic version available, please use the following link:			

Finance	Local Taxation/ Council Tax	Your Council Tax Explained	Information on council income and expenditure and how your council tax liability is calculated.	Paper brochure	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Council Tax	Council Tax, General Information	General information on Council Tax e.g. who pays, how to pay etc.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Council Tax	Council Tax, Liability	Detailed information on who is liable to pay Council Tax.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Council Tax	Council Tax, Discounts	Information on who is entitled to a discount on their Council Tax bill.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Council Tax	Isn't it time you did something less taxing?	Flyer encouraging people to pay their Council Tax bill by direct debit.	Paper flyer	Free
		If electronic version available, please use the following link:			
Finance	Local Taxation/ Council Tax	Paying Council Tax by DD, What a Bobby Dazzler Idea!	Information and advice on paying your Council Tax by direct debt.	Paper booklet	Free
		If electronic version available, please use the following link:			

Health and Safety	Community Safety	Event Safety Guide	A guide to safely planning an event from a garden fete to a music festival, produced by Herefordshire Events Safety Advisory Team (HESAT)	Paper leaflet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/EVENT_SAFETY_GUIDE_v2_Layout_1.pdf			
Housing	Housing Stock	Landlords Newsletter	Useful information for landlords (bi-annual)	paper/ electronic	free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/housing/private_housing/2514.asp			
Housing	Housing Stock	Developing Affordable Housing for Local Needs in Herefordshire: a guide for Parish Councils	A guide for Parish Councils on the development of Affordable Housing in Herefordshire	paper/ electronic	free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/housing/36077.asp			
Housing	Housing Stock	Home Point Herefordshire	Provides information about how to access the Home Point service, which advertises the rented homes of the 5 largest landlords in the county.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Housing	Housing Stock/ Housing Grants	Low Cost Home Ownership Options, advice leaflet No. 3	Provides information on the various low cost routes towards home ownership.	Paper leaflet	Free
		If electronic version available, please use the following link:			

Housing	Housing Stock/ Housing Grants	Low Cost Home Ownership (L.C.H.O) Options	Similar information as above, with some additions.	A4 leaflet	Free
		If electronic version available, please use the following link:			
Housing	Housing Stock/ Private Housing Grants	House Proud	Information on the House Proud Scheme, which helps older people to make improvements, repairs and adaptations to their homes.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Housing	Housing Stock/ Private Housing	Homeowners Time to repair your home? Kick Start - your solution to home improvements!	Information on the Kick Start Scheme, which helps people to make improvements and repairs to their homes.	Paper Leaflet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/KICKSTART_LEAFLET.pdf			
Housing	Housing Stock/ Property Adaptations	A guide to supporting people in Herefordshire	Supporting People is a Government programme introduced in April 2003. It aims to support people in their own homes so that they can lead independent lives.	Paper booklet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/Supporting_People_in_Herefordshire.pdf			
Housing	Housing Stock/ Property Adaptations	Adapting your home for independent living	Information and support on how to adapt your home for independent living	Paper booklet/ electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/YOU_AT_HOME_-_ADAPTATIONS_S6_Layout_1.pdf			

Housing	Housing Stock/ Repairs and Renovation	You@Home The Herefordshire Handyperson Scheme	Information on who is eligible for the handyperson scheme, how it works and what services can be provided.	Paper leaflet	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/HANDYPERSON_S2_HANDYPERSON.pdf			
Housing	Homelessness	Summary of Homelessness Strategy for Herefordshire, 2008-2013	Information on the Council's Homelessness Strategy.	Paper leaflet	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Housing/homelessness_strategy_summary_2008_2013.pdf			
Information Management	Access to Information/ Data Protection	Personal Information. Your records and how to see them (Adult Social Care)	Provides information on what sort of personal information is kept by the council and what you are able to view.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Information Management	Access to Information/ Data Protection	Personal Information. Your records and how to see them (Herefordshire Social Services)	Provides information on what sort of personal information is kept by the council and what you are able to view.	Paper Leaflet	Free
		If electronic version available, please use the following link:			

Information Management	Access to Information/ Data Protection	Freedom of Information	Information for the public about their rights under the Freedom of Information Act.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Management	Cultural Strategy 2008-18 Herefordshire Making a difference	Details the aims and objectives of the Council's Cultural sectors.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Cultural_Strategy_2008_to_18.pdf			
Leisure and Culture	Archives/ Research	Visiting Herefordshire Archives	Information on the Archive Service such as opening hours and what the service can offer.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/visiting_leaflet.pdf			
Leisure and Culture	Archives/ Research	Facilities available for the disabled	Information on accessibility at Herefordshire Record Office.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/disabled.pdf			
Leisure and Culture	Archives/ Research	Feeling at Home in Herefordshire Record Office	Information on the Archive Service public searchroom and the type of information available.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/At_Home.pdf			

Leisure and Culture	Archives/ Research	A guide to the Microform Holdings at Herefordshire Record Office	Details of the types of information available on microfilm or microfiche.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/microform_guide.pdf			
Leisure and Culture	Archives/ Research	Photocopying Guidelines	Guidelines for the photocopying of original archive material, including details of records which cannot be photocopied.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/photocopying_guidelines.pdf			
Leisure and Culture	Archives/ Research	Herefordshire Record Office Research Service	Information on the Archive Service research service.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/Research_Service.pdf			
Leisure and Culture	Archives/ Research	Herefordshire Record Office Charges, 2008-09	Information on the Archive Service charges for copies, photography permits and other services.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/charges_2008-09.pdf			
Leisure and Culture	Archives/ Research	Tracing Family History	Information on how to start researching your family history.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/Family_History.pdf			
Leisure and Culture	Archives/ Research	Tracing House History	Information on how to start researching the history of a house/building.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/House_History.pdf			

Leisure and Culture	Archives/ Research	Terms of deposit	Details of the terms of deposit used by the Archive Service when accepting records into the collection.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/terms_of_deposit.pdf			
Leisure and Culture	Arts	Directory of Herefordshire Artists and Agencies in Education 2008/2009	Includes contact details and the nature of their work	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/0809_ArtDirectory.pdf			
Leisure and Culture	Community Facilities/ Equipment	Hereford Shopmobility City Centre Map	Map showing location of Shopmobility centre	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Environment/New_Town_Centre_Map1.pdf			
Leisure and Culture	Community Facilities/ Equipment	Hereford Shopmobility	Details on the free wheelchair/powered scooter loan scheme for people who have difficulty walking.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Community Facilities	Herefordshire Accessible Meeting Venues Directory	A guide to accessible meeting venues in Herefordshire	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Accessible_Venues.pdf			
Leisure and Culture	Libraries	MultiScreen...advertising opportunities	Details of how charities and community or voluntary groups can advertise using MultiScreens at a reduced rate.	Paper flyer	Free
		If electronic version available, please use the following link:			

Leisure and Culture	Libraries	Welcome to Herefordshire Libraries...at the heart of the community	General information on the libraries service in Herefordshire including the aim, locations, how to join and what the libraries provide.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Libraries	Library opening hours and contact details	Opening hours and contact details for the libraries in Herefordshire.	Paper flyer	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Libraries	Your mobile library services. The book stops here...	Information on the mobile library service.	Paper booklet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Libraries	Mobile Library Visit Guide	Details mobile library routes	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/LeisureAndCulture/Mobile_Library_Visit_Reference_Sheet.pdf			
Leisure and Culture	Libraries	Mobile Library Timetables	Timetables for mobile library routes NX, SX and SAT	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/leisure/libraries/31477.asp			
Leisure and Culture	Sports/ Sports Development	LIFT Annual Report	Annual report containing information about clients who have received LIFT consultations and events which took place during the stated period.	Paper brochure	Free
		If electronic version available, please use the following link:			

Leisure and Culture	Tourism	Visit Herefordshire & the Wye Valley a different place and time Tourism Business Plan, 2007/10	Details future plans for tourism in Herefordshire.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/DMP_Business_Plan_2007-10.pdf			
Leisure and Culture	Tourism	Flavours of Herefordshire Award Winners 2008	Lists the results of the flavours of Herefordshire awards.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Tourism	Mortimer Country Bus Walks	Details three walks in the Mortimer Forest and North Herefordshire.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Leisure and Culture	Tourism	The Mortimer Trail	Official route guide for the Mortimer trail.	Guide book	£5.95
		If electronic version available, please use the following link:			
Leisure and Culture	Tourism	Wye Valley Walk	Official route guide for the Wye Valley walk.	Guide book	£3.95
		If electronic version available, please use the following link:			
Leisure and Culture	Tourism	Cradley and Mathen Miles Without Stiles leaflet	Herefordshire Council's "Miles Without Stiles" routes have been created to enable easier access for all.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Cradley(1).pdf			

Leisure and Culture	Tourism	Colwall Miles Without Stiles leaflet	Herefordshire Council's "Miles Without Stiles" routes have been created to enable easier access for all.	Paper Leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Colwall_low_res_040508.pdf			
Leisure and Culture	Tourism	Bodenham Jubilee Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Bodenham_Jubilee_Loop_Walk.pdf			
Leisure and Culture	Tourism	Breinton Springs Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Breinton_Loop_Walk.pdf			
Leisure and Culture	Tourism	Capler Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Capler_Circular_Walk.pdf			
Leisure and Culture	Tourism	Hoarwithy Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Hoarwithy_Circular_Walk.pdf			
Leisure and Culture	Tourism	John Kyrle Walk, Ross on Wye	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/John_Kyrle_Circular_Walk.pdf			

Leisure and Culture	Tourism	Leys Hill Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/LeysHill_Circular_Walk.pdf			
Leisure and Culture	Tourism	Lingen Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Lingen_Circular_Walk.pdf			
Leisure and Culture	Tourism	Marcle Ridge Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Marcle_Ridge_Circular_Walk.pdf			
Leisure and Culture	Tourism	Mordiford Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Mordiford_Circular_Walk.pdf			
Leisure and Culture	Tourism	Shobdon Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Shobdon_Circular_Walk.pdf			
Leisure and Culture	Tourism	Titley Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Titley_Circular_Walk.pdf			
Leisure and Culture	Tourism	Weobley Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Weobley_Circular_Walk.pdf			

Leisure and Culture	Tourism	Wigmore Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Wigmore_Circular_Walk.pdf			
Leisure and Culture	Tourism	Woolhope Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Woolhope_Circular_Walk.pdf			
Leisure and Culture	Tourism	Yarpole Loop Walk	Includes route map and information about sites of interest.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CommunityAndLiving/Yarpole_Circular_Walk.pdf			
Management	Communication and Support/ Staff Communications	Do the Right Thing!	Whistle-blowing Charter for employees of Herefordshire Council	Paper leaflet	Free
		If electronic version available, please use the following link:			
Management	Corporate Communication/ Public Relations	Herefordshire Matters	Magazine detailing recent issues in the county	Paper magazine / electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/council_gov_democracy/council/1823.asp			
Management	Enquiries and Complaints/ Compliments and Complaints	Customer Feedback, Tell us about your Compliments and Complaints (Info in Herefordshire)	Details how to make comments, complaints and give compliments.	Paper leaflet	Free
		If electronic version available, please use the following link:			

Management	Enquiries and Complaints/ Compliments and Complaints	Compliment? Comment? Complaint? How to tell us about it (Adult and Community Services)	Details of how to comment on the Herefordshire Council's social care for adults.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Management	Quality and Performance	Strive to Achieve Excellence in all we do	List details of services and facilities the council offers as well as the standards and aims the council will achieve	Paper leaflet	Free
		If electronic version available, please use the following link:			
Management	Quality and Performance	Customer Service Standards	Details of the customer service standards that the council aims to achieve	Folding info card	Free
		If electronic version available, please use the following link:			
Management	Quality and Performance	Principles for Service Delivery (Herefordshire Social Services)	Details of what the public can expect from the service delivered by the social services	Paper flyer	Free
		If electronic version available, please use the following link:			
Management	Quality and Performance	Herefordshire's research team	Information about what the Herefordshire Council & Partnership's research team provides and contact details	Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/docs/research/research_team_leaflet_(cropped).pdf			

Planning and Building Control	Building Control	Herefordshire Council Building Control	Details of what the Building Control Service provides and the processes that you must go through if you wish to undertake building work.	Paper Folder	Free
		If electronic version available, please use the following link:			
Planning and Building Control	Forward Plan/ Local Plan	Get involved in planning Herefordshire's future	Survey to gather information and identify the issues that are important across Herefordshire for use in preparing a new development plan.	A4 leaflet	Free
		If electronic version available, please use the following link:			
Planning and Building Control	Forward Plan/ Planning Schemes	Redundant Building Grant Scheme	Details on the financial assistance available to help bring redundant buildings back into productive economic use. This newsletter gives news of how the scheme is being put to good use.	Paper newsletter	Free
		If electronic version available, please use the following link:			
Trading Standards	Buying	ETS 734 - Buying Services	Leaflet giving guidance on how best to enter contracts with sellers	paper	Free
		If electronic version available, please use the following link:			
Trading Standards	Buying	ETS 733 - Buying Goods	Leaflet giving guidance on how best to enter contracts with sellers	paper	Free
		If electronic version available, please use the following link:			

Trading Standards	Consumer advice	ETS 744 - Too Good To Be True? You Bet it is!	Leaflet on scams	paper	Free
		If electronic version available, please use the following link:			
Trading Standards	Home repairs/ improvements	ETS 739 - Home Repairs and Improvements	Leaflet giving guidance on how best to go about home repairs and improvements	paper	Free
		If electronic version available, please use the following link:			
Transport and Infrastructure	Infrastructure Management/ Cycle Routes	Walk and Cycle-it's the best way to get around!	Encourages people to walk and cycle more. Gives details and maps of cycle lanes.	A4 leaflet	Free
		If electronic version available, please use the following link:			
Transport and Infrastructure	Infrastructure Management/ Cycle Routes	Hereford walking and cycling map	Gives details and maps of cycle lanes.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Hfd_Mini_map_07_(copyright).pdf			
Transport and Infrastructure	Infrastructure Management/ Cycle Routes	Ledbury walking and cycling map	Gives details and maps of cycle lanes.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Transport/Ledbury_walking_and_cycling_map.pdf			
Transport and Infrastructure	Infrastructure Management/ Cycle Safety	10 minute cycle checklist	A quick list of things to check to make sure your cycle is fit for the road	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/2_pg_Bike_checklist.pdf			
Transport and Infrastructure	Public Transport	Christmas Shopping in Hereford	Details of the park and ride scheme operating over the Christmas period.	Paper flyer	Free
		If electronic version available, please use the following link:			

Transport and Infrastructure	Public Transport	nvr miss ur bus	Details on how to get bus timetable information sent to your mobile phone.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Transport and Infrastructure	Public Transport/ Community Transport	Community Transport in Herefordshire, What is Community Transport?	Promotion for Community Transport in Herefordshire, which provides door to door services to enable people to access shops, libraries and health services as well as leisure.	Paper leaflet	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Community_Transport_Leaflet.pdf			
Transport and Infrastructure	Public Transport/ Concessions	England's 2008 bus concession explained	Explanation of the bus concession available for over 60s and people with eligible disabilities.	Paper booklet	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/CONCESSIONARY_BUS.pdf			
Transport and Infrastructure	Public Transport/ Timetable	Herefordshire Public Transport Map and Guide 2008/09	Route maps and service guides for public transport available in Herefordshire.	Fold out paper leaflet/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/PublicTransport/Herefordshire_MG_0808.pdf			
Transport and Infrastructure	Public Transport/ Timetable	Herefordshire Council Public Transport News Timetable Changes from 31 st August 2008	Details of the timetable changes for public transport in the county.	A4 newsletter	Free
		If electronic version available, please use the following link:			

Transport and Infrastructure	Public Transport/ Timetable	Herefordshire Council Public Transport - timetables and further information	Details on the timetable changes for public transport in the county.	Electronic	Free
		For electronic versions of bus and train timetables and further information, please use the following link: http://www.herefordshire.gov.uk/transport/public_transport/1590.asp			
Transport and Infrastructure	Rights of Way/ Planning Applications	Public Rights of Way and Development	Provides guidance about public rights of way to applicants for planning permission.	Paper Leaflet	Free
		If electronic version available, please use the following link:			
Transport and Infrastructure	Rights of Way/ Maintenance	Public Rights of Way Inspection and Maintenance	Provides details of the Council's public rights of way inspection and maintenance policy.	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/inspection_and_maintenance_leaflet.pdf			
Transport and Infrastructure	Rights of Way/ Planning Applications	Public Rights of Way - Ploughing and Cropping	Advice to landowners about the Councils Enforcement Policy and Procedures concerning public rights of way and ploughing and cropping	Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/crops_leaflet_green.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	County wide gritting routes February 2009	A guide to winter service precautionary gritting routes in Herefordshire.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/Transport/county_web_2009.pdf			

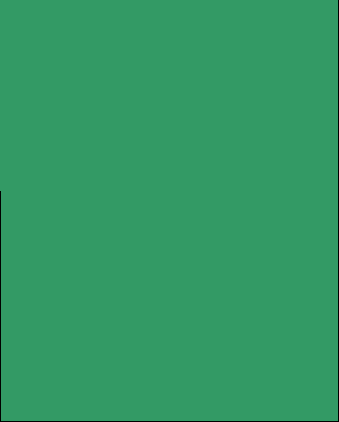
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Bromyard gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritBromyard.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Hereford gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritHereford.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Kington gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritKington.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Ledbury gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritLedbury.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Leominster gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritLeominster.pdf			

Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Ross-on-Wye gritting routes	A guide to winter service precautionary gritting routes.	Paper/ Electronic	Free
		If electronic version available, please use the following link: http://www.herefordshire.gov.uk/docs/gritRoss.pdf			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Highway & Street services: How to get in touch	Provides service details including service standards and contact details highway, transport and streetscene issues	paper flyer	free
		If electronic version available, please use the following link: -			
Transport and Infrastructure	Road Maintenance/ Planned Maintenance	Parish Councils Minor Highway Maintenance Initiative (The Lengthsman Scheme)	Information promoting the Lengthsman scheme grants	paper flyer	free
		If electronic version available, please use the following link: -			
Waste Management	Waste Collection/ Trade	Do you get rid of your trade waste legally?	Information on the duty of businesses to dispose of their trade waste in the correct way.	Paper booklet	Free
		If electronic version available, please use the following link:			
Waste Management	Waste Disposal/ Waste Sites	Hereford Waste Site, Commercial Vehicle & Trailer Permits	Important information and an application form for commercial vehicle and trailer owners who use Household Waste Sites in Herefordshire and Worcestershire.	Paper booklet	Free
		If electronic version available, please use the following link:			

Waste Management	Waste Reduction/ Recycling	Frequently asked questions about the 'kerbside' collection of recyclable materials	Details on the kerbside recycling collections in the county; where and when bags will be collected, and which items can be sent for recycling.	Paper leaflet	Free
		If electronic version available, please use the following link:			
Waste Management	Waste Reduction/ Recycling	Herefordshire Council has recycling in the bag!	Basic information on the kerbside recycling collections and a list of recycling sites in Herefordshire.	Paper flyer	Free
		If electronic version available, please use the following link:			
Waste Management	Waste Reduction/ Recycling	Recycle for Herefordshire, Kerbside Recycling Calendar	General recycling information as well as a calendar detailing what collections take place in each week.	Paper booklet	Free
		If electronic version available, please use the following link:			
Waste Management	Waste Reduction/ Recycling	Recycling...Not a load of rubbish	Advice on the changes in the way the Council is going to collect rubbish and recyclable waste next year.	A4 flyer	Free
		If electronic version available, please use the following link:			

The following leaflets are supported by Herefordshire Council

Adult Care Services	Social Care	Who Cares?	Information on how to get help if you look after a relative, friend or neighbour.	Paper leaflet	Free
Children and Family Services	Young Carers	Herefordshire Young Carers	Information on the support available to children who help to care for someone.	Paper Booklet	Free
Environmental Protection	Climate Change	Real nappies...all you need to know	Information on using real nappies and how they are a practical alternative to disposables.	Paper booklet	Free
		Real Nappy Fashion Show	Information on an event showcasing real nappies and other child-related displays.	Paper flyer	Free
		Local stockists of real nappies in Herefordshire and Worcestershire	Details of where real nappies can be bought in the area.	Paper flyer	Free
Equality and Diversity	Support Disabilities	Hereford Access for All	A guide to restaurants and cafes in Hereford City for disabled residents and visitors	Electronic	Free
		If electronic version available, please use the following link: www.herefordshire.gov.uk/docs/Restaurant_Guide.pdf			
Waste Management	Recycling	Fit a food waste disposer	Information on food waste disposers and how you can get cashback from the council against the cost of buying and installing one.	Paper	Free
		Sink Your Waste-fit a food waste disposer	Information on food waste disposers and how you can get cashback from the council against the cost of buying and installing one.	Paper	Free

	A guide to reuse organisations in Herefordshire	Details on the location of facilities where you can donate unwanted items and the types of objects they will accept.	Paper	Free
	Freecycle	Information on the freecycle scheme where instead of throwing away unwanted items, you can advertise them on the internet and see if anyone else would like to take them off your hands.	Paper	Free