

one Darlington

March 2021

Staying connected

page 14



Vaccines latest

page 8 & 9

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Learning & Skills



Welcome to One Darlington

Community – the feeling of sharing things and belonging to a group in the place where you live. A year ago, none of us realised just how important it is, but we do now.

The sense of community that has developed over the last 12 months is tremendous.

But what does community mean to you? For me, it is the way that individuals have stepped up to help others recently, in many cases putting themselves at risk to do so.

It has also highlighted how the most vulnerable and deprived in our society are most at risk of illness, something that we must all work to resolve.

Nothing has demonstrated community better than the Covid-19 vaccination programme. My colleagues at Primary Healthcare Darlington and in GP practices across the town, who have been involved in the planning and organisation, have worked exceptionally hard to bring health and hope to our patients. The support we have received, without hesitation, from the council has been phenomenal – a real sense of rolling our sleeves up and getting on with the job together for the people of Darlington.

Working at the vaccination centre is tough, but it's a great place to be and there is a real sense of teamwork and achievement. The volunteering shifts are taken as soon as they are advertised which is a testament to the wider community support demonstrated in Darlington. So many selfless people are willing to stand in the snow and rain all day to help others in need.

I am so proud to live and work in Darlington. Find out more about the vaccination programme on pages 8 and 9.

Another great thing about the town is its history and you can find out about a new project to rejuvenate the town centre whilst protecting and promoting its past on pages 4 and 5.

I was excited to hear that work has been ongoing during lockdown to complete the town's new bowling alley – turn to page 26 to find out more. It is important that we all have things to look forward to and we continue to take care of our physical and mental health during these times. If you are struggling, or know someone who might be, there are links to organisations that could help on pages 24 and 25.

I hope you enjoy this edition of One Darlington – keep safe and look after each other.



Dr Amanda Riley

Clinical Director of Darlington Primary Care Network

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The next edition is due to be delivered in early May. If you have not received your copy by mid-May, please call 0800 160 1552.

An audio version of One Darlington is also available at www.darlington.gov.uk/onedarlington



Thanks to Martin Rutter
for sending us this photo

Old memories to bring

Family businesses, famous street sellers, people's homes, mentions of orchards and much more, have been recalled by residents who shared their stories of the town's historic yards as part of a recent call out for memories.

The team behind the Towns Fund, who are working on ambitious regeneration plans for the town centre, are still keen to hear from anyone who has memories of the yards from times gone by.

These shared memories will be used to help preserve the history of the area and to inspire the artists and architects working on the project.

Work to improve Clark's and Buckton's Yards is already underway. This includes better facilities for businesses in the yards, improvements to the building fronts, lighting, greenery and outside seating areas – encouraging more people to visit and stay longer.

The overall aim is to protect and develop the historic heart of the town, inspired by the likes of the Shambles in York and Neal's Yard in London.



The Towns Fund

Darlington was one of the first of 100 towns in the country to receive a share of the Government's £3.6bn Towns Fund – money awarded to transform town centres and boost local economies.

The first phase of the project is focussing on Clark's and Buckton's Yards.

More than £20m will be used to revitalise and improve the town.

For more details, visit www.darlington.gov.uk/townsfund



Thanks to Local Studies at Darlington Libraries for this photo

new life into the yards

Share your memories with us...

Did you meet your partner in one of the historic yards?

Did your family once own one of the buildings or shops?

Do you know an interesting historical fact about that area of town?

There's still time to share your stories, videos, pictures and memories.

Here's what some people have shared with us so far..

Carol H

My Dad had Tudor Upholstery in Clark's Yard! Happy memories.

Fay L

We used to sing 'I love Martinio, he sells me ice creamio!'

Bob C

According to my Dad, Alex used to sing to advertise his ice cream, to the tune of La Donna E Mobile: 'Come to Martinio! Tuppence a timeo'

Nick H

The White Swann Inn used to be known as The Gaping Goose due to its dodgy signwriting!

Sheila D

My brother sold bric-a-brac from the yards in the 1980s, then he got into antiques and then books. He actually bought the polar bear from the library before it was donated to the museum in Middlesbrough!

Joy K

We loved Martinio! I can still imagine him spooning out the ice cream into a cone. The noise of the silver lid going down and him peddling his cart off with a smile. This was in the 50s!

Yvonne M

My late husband served his plumbing apprenticeship at F W Cookes in Clark's Yard from 1966 to 1970.

You can share your stories, videos, pictures and memories by sending them to stories@darlington.gov.uk

BABY STEPS:

first time fostering with a family in Darlington



With two children under eight, Amy and Tom became first-time foster carers to a baby in 2020. We spoke to Amy about the decision to foster and how it has affected the family.

“Fostering was something we had discussed. In our minds it was something we would do once our own children left home. Our eldest is seven, our youngest four. We have a nice house, a loving family and we realised that we could offer that to other children who need that for a time.

“I was considering going back to work but decided just to go for it. We considered all our options – we contacted a few different places, independent agencies and different councils and decided that Darlington was the most approachable.

“We wanted to feel part of a team – to know the people that we would be working with. We found that with the council in Darlington – real people who were eager and willing to speak to us.

“We were approved in April last year. Looked after children in Darlington are placed with the council’s in-house recruited foster carers first and so we didn’t have to wait long. We had our first placement within a couple of months.

“It has been really great for our family. Tom works full time and it has given us so much flexibility. I am helping others, bringing in an income and being where I need and want to be for our own children. I’ve got access to a great team as well as a network of local foster carers, and some excellent training. I have done ten courses already!

“Our children love having a baby around. It has been nice for them to see different aspects of life – they want to help, and they do know that he is leaving and not staying.

“My advice to other parents thinking about fostering is to be open with your own children from the beginning. Our social worker Hannah has involved the children at every step of the way – they have been actively involved and this has contributed to their resilience.

“If you are considering fostering, I would recommend that you contact the fostering team at Darlington Council.”

**Do you have the heart to
become a foster carer?**

Visit: www.darlington.gov.uk/fostering

Email: supportedlodgings@darlington.gov.uk
or fostering@darlington.gov.uk

Phone: 406222 (Option 5)



GARDEN WASTE COLLECTION

**Don't miss out!
Sign up ONLINE**

Garden waste collections will start again in April and run until December.

Please remember to renew, or sign up, and pay your £36 annual fee online as soon as possible to benefit from the scheme. Sign up by Monday 22 March to be included in the first collection.



What **CAN** and **CANNOT** go into your garden waste bin

✓ **YES please**

- ✓ Grass cuttings
- ✓ Hedge trimmings
- ✓ Twigs/small branches
- ✓ Flowers
- ✓ Weeds
- ✓ Leaves
- ✓ Prunings

✗ **NO thank you**

- ✗ Bags or plastics
- ✗ Stone, rubble, soil, turf
- ✗ General waste
- ✗ Food waste
- ✗ Animal waste
- ✗ Japanese knotweed
- ✗ Ragwort

For more information, to renew or sign up and pay your annual fee, visit www.darlington.gov.uk/gardenwaste

Please ensure you complete the correct form for renewal or new sign up.

Play Your Part

CORONAVIRUS

One year on – is keeping on t

One year has passed since the first case of Covid-19 in our region, and for many of us, it's been a challenging and uncertain time. But there is one thing that everyone in Darlington knows for sure – the community spirit of our town has never been stronger.

From being the first town in the North East to begin mass community testing for Covid-19 to leading the way in the national effort to roll-out vaccinations, Darlington has showed strength, resilience, and community spirit in the fight against coronavirus.

Community testing

Our first community testing centre opened in the Dolphin Centre before Christmas. In January, five more community testing centres opened to make it even easier for residents to get tested when making essential journeys out of the house.

Each of the six community testing sites is run and managed by council staff - many of whom have been redeployed from other roles, such as front of house staff at Darlington Hippodrome, and trained to help with the community tests.

Community testing has been a huge success. By early February, we had completed a test for **one in ten** of our population - making it one of the biggest community lateral flow testing schemes in the UK.

A message from Councillor Heather Scott OBE, Leader of the Council

"Every resident, volunteer and member of local authority staff who has played their part in keeping Darlington on the right track has made me proud.

"I am incredibly moved by what Darlington has achieved over the past year and truly believe that the future is bright for our town."



KEEPING DARLINGTON ON

S REPORT

How Darlington is on the right track

More than **20,000 tests** have now been carried out as part of our community testing programme.

Businesses and organisations across the town have also signed up to become ambassadors of the scheme and are encouraging their staff, colleagues, and clients to take regular tests.

As roughly one in three people with the virus show no symptoms at all, many residents could be spreading the disease without knowing it.

About 1.6% of the people tested were found to be positive for Covid-19.

Every one of the people found to be positive could have passed it on to another 8-9 people in the town.

By testing people with no symptoms, we stand more chance of stopping the virus in its tracks.



Vaccination programme

As part of the national effort to vaccinate the British population, teams of GPs, nurses, pharmacists and volunteers have come together to protect our most vulnerable residents.

The programme, which is based at Feethams House in the town centre, is managed by the Darlington Primary Care Network - which covers 11 GP surgeries across the town.

In the few months the vaccination programme has been running, more than 20,000 residents have been vaccinated.

Seth Pearson, director of Darlington partnership and manager of the vaccination volunteering programme, said: "The response we have had has been phenomenal. The sense of the town pulling together has just been amazing in Darlington."

For the latest Covid-19 information and advice

- including financial support, how to book a community test and what to expect when at testing sites - visit www.darlington.gov.uk/coronavirus

THE RIGHT TRACK



DARL GTO
BOROUGH COU C L

Street Scene teams praised

Our Street Scene teams have been getting a lot of love on social media recently - we agree they are heroes and love to hear all the positive things you have to say about them.

We know that many of you are doing your bit to help the teams out by recycling right and making sure the correct things go in the right bin.

Recycling can be a confusing business so if doubt please leave it out!

Most of your household rubbish is treated and turned into fuel which avoids landfill, so if you aren't sure your rubbish can be recycled please check. If you are still unsure, put it in your rubbish bin as last resort.

If you are not sure if we can recycle something please:



Check the sticker on your bin



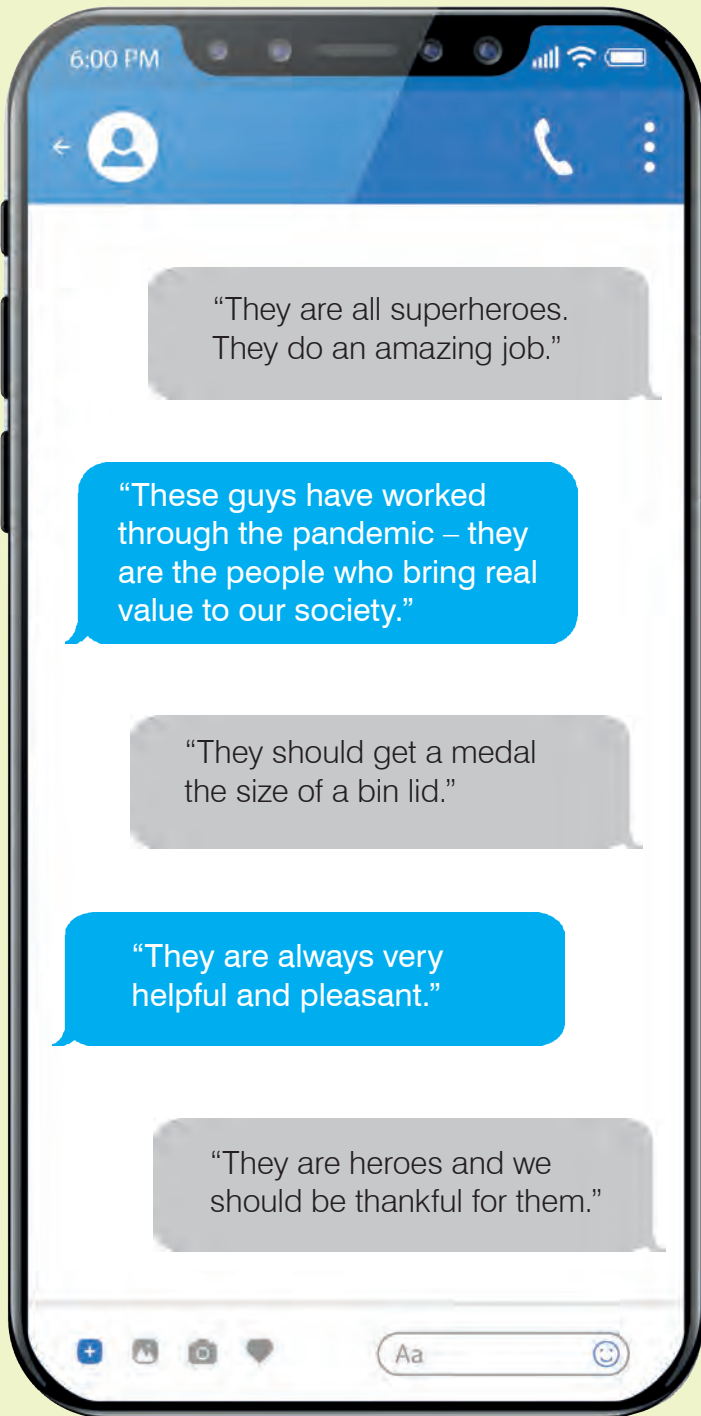
Check out our website www.darlington.gov.uk/recycleright



Still not sure?
If in doubt, leave it out!



Remember recycling symbols mean an item can be recycled but it doesn't mean it will necessarily be able to be recycled everywhere.



STREET SCENE
CLEANER • SAFER • GREENER



Contact your councillor

Key: (C) Conservative
(G) Green (I) Independent
(L) Labour (LD) Liberal Democrats

Your councillor is there to listen to you and find out about the issues that are affecting life in your ward. There are no ward surgeries at the moment but you can still email or call your local councillor. Find out more at www.darlington.gov.uk

Emailing councillors

To email your councillor, their email address is **firstname.lastname@darlington.gov.uk**

For example, if you want to email Heather Scott, type in heather.scott@darlington.gov.uk

The only exceptions are Andy Scott (Houghton and Springfield), Ian Bell (Harrowgate Hill) and Anne-Marie Curry (North Road). Their email addresses are shown with their contact details.

BANK TOP AND LASCELLES

Helen Crumbie (L) Tel: 07743 191014. **Wendy Newall (L)** Tel: 251574. **Darrien Wright (I)** Tel: 07724 384264.

BRINKBURN AND FAVERDALE

Scott Durham (C) Tel: 07805 505156. **Rachel Mills (C)** Tel: 482906/07786 077189. **Lisa Preston (C)** Tel: 07793 662154.

COCKERTON

Paul Baldwin (I) Tel: 07515 814007. **Jan Cossins (L)** Tel: 241124. **Eddie Heslop (L)** Tel: 354457.

COLLEGE

Bryony Holroyd (G) Tel: 07570 776553. **Matthew Snedker (G)** Tel: 07780 807059.

EASTBOURNE

Jonathan Dulston (C) Tel: 07775 555251. **Kevin Nicholson (I)** Tel: 07791 807629; **Steven Tait (I)** Tel: 07825 303036.

HARROWGATE HILL

Ian Bell (C) Tel: 07581 300111, ian.bell2@darlington.gov.uk; **Jon Clarke (C)** Tel: 07875 057253. **Lynn Paley (L)** Tel: 07963 706171.

HAUGHTON AND SPRINGFIELD

Chris McEwan (L) Tel: 283262. **Andy Scott (L)** Tel: 253707, andrew.scott@darlington.gov.uk; **Nick Wallis (L)** Tel: 07960 247554.

HEIGHINGTON AND CONISCLIFFE

Gerald Lee (C) Tel: 314622. **Paul Crudass (C)** Tel: 374537.

HUMMERSKNOTT

Charles Johnson (C) Tel: 463712. **Paul Howell (C)** Tel: 07464 688865.

HURWORTH

Christy Chou (C) Tel: 405998. **Lorraine Tostevin (C)** Tel: 333382.

MOWDEN

Pauline Culley (C) Tel: 250482. **Alan Marshall (C)** Tel: 359138 or 07807 523106.

NORTHGATE

Sajna Ali (L) Tel: 405998. **Eleanor Lister (L)** Tel: 254091.

NORTH ROAD

Hilary Allen (LD) Tel: 480277. **Nigel Boddy (LD)** Tel: 07583 174104. **Anne-Marie Curry (LD)** Tel: 07531 304050, annemarie.curry@darlington.gov.uk.

PARK EAST

Cyndi Hughes (L) Tel: 480975; **Libby McCollom (L)** Tel: 07910 369887; **Michael Nicholson (L)** Tel: 240750.

PARK WEST

Bob Donoghue (C) Tel: 07767 294194. **Heather Scott (C)** Tel: 468547.

PIERREMONT

Stephen Harker (L) Tel: 380039. **Linda Hughes (L)** Tel: 07904 772387; **Mary Layton (L)** Tel: 350560.

RED HALL AND LINGFIELD

Hilary Lucas (L) Tel: 249215.

SADBERGE AND MIDDLETON ST GEORGE

Brian Jones (C) Tel: 332820. **Doris Jones (C)** Tel: 332820. **Deborah Laing (C)** Tel: 07747 863297.

STEPHENSON

Ian Haszeldine (L) Tel: 496548. **Mike Renton (C)** Tel: 07495 697592.

WHINFIELD

Jamie Barch (C) Tel: 07554 645651. **Andy Keir (C)** Tel: 07597 297654.

MPs' SURGERIES:



Peter Gibson (Darlington MP) can be contacted through his constituency office at 34 Duke Street, Darlington, DL3 7TZ. Call 711711 or email peter.gibson.mp@parliament.uk



Paul Howell (Sedgefield MP) can be contacted by email at paul.howell.mp@parliament.uk



Ben Houchen – Tees Valley Mayor
Cavendish House, Teesdale Business Park,
Stockton-on-Tees, Tees Valley, TS17 6QY
Tel: 01642 524401 or email
mayor@teesvalley-ca.gov.uk

A year like no other

We have never experienced anything like the times we are currently living through. As March marks a year since the first patients were admitted to our hospitals with Covid-19, we reflect on some of the changes we've implemented to support you, whatever your health needs, as we continue to rise to the challenge of meeting the pandemic head on.

The Trust moved at pace to ensure we had the facilities and teams in place to give the very best care to patients admitted with Covid-19. This included creating two emergency care departments at Darlington Memorial Hospital to segregate Covid and non-Covid patients and increasing ITU and critical care capacity. We also reluctantly reduced non-urgent outpatient activity and non-urgent surgical procedures, meaning we could redeploy our skilled teams to where they were most needed and this shift in focus was mirrored at University Hospital of North Durham.

As the number of inpatients with Covid-19 fell, following the first wave, we reintroduced services as soon as we were able. This was only possible

thanks to the hard work and flexibility of our fantastic teams, many of whom have learnt new skills, worked in different roles and teams, and out of their comfort zones – always putting patients first.

Our cancer services have continued and, as you can see from the figures opposite, we have also undertaken thousands of surgeries and outpatient appointments – recognising the real difference these interventions make to lives.

We've been using ground-breaking digital technology for several years, meaning we were able to introduce remote, digital appointments, quickly. Over 350,000 outpatient consultations took place in 2020 – many of them without patients leaving the safety of their home.

Our community teams have been vital in ensuring our most vulnerable patients continued to receive care in their own homes and our community midwives have done the same. The additional patient capacity provided by Bishop Auckland Hospital and our five community hospitals has also been invaluable.



Members of the intensive treatment team at Darlington Memorial Hospital

Safety first

The safety of everyone coming into our hospitals is an absolute priority, with sanitising stations at all entrances, mandatory masks introduced long before they were required in other public buildings and social distancing procedures – such as keeping left in corridors and allowing a maximum of two people in lifts.

The decision to restrict visitors to all our sites was a difficult one, because we know how much patients depend on relatives and other visitors. We're grateful to you for understanding that this decision has the safety of everyone at its heart.

We've introduced a number of services helping keep families connected. An application to NHS Charities Together secured over 80 tablets, so families can 'visit' remotely. Families can also

drop off belongings at our reception, which are taken to patients within a few hours.

We also introduced 'Stay in Touch', where families can send a letter by email which is printed, and delivered to the patient, by hand, on the same day. So far, almost 500 of these have been distributed. One family wrote to us after their relative sadly died, saying: "As a family we would like to send a huge thank you to everyone involved in the contact system. At a very difficult time it has been comforting to have this contact."

Supporting our patients and communities is always our priority as you continue to support us and keep yourselves and others safe, by following national guidance. As spring emerges, we know there are brighter times ahead.

Find us on social media!   @CDDFTNHS

Tackling isolation with technology



Covid restrictions have hit many of us hard, particularly older tenants in the council's sheltered and extra care accommodation who have been unable to meet families and friends.

Lifeline staff have been working hard to help tackle isolation and feelings of loneliness and secured government funding that was used to buy tablets for all our sites.

A range of apps and groups – such as Skype, Darlington Home Online, Age UK and Darlington Carers – were added to the tablets. The technology allowed many tenants to keep in contact with family members and enjoy virtual visits via video calls.

Sybil Cowing, 80, of Windsor Court, said: “I have enjoyed talking to my family and friends on the tablet, and using it to welcome my new great granddaughter to the world as I have not yet been able to see her in the flesh.”

David Ingram, 72, lives at Rosemary Court and relied on telephone calls to keep in touch with his only family, his sister in Essex. He has visited and stayed over in the past, but due to the pandemic he has not seen her since 2019 so was very happy to be able to video call her using a tablet.

He said: “I was thrilled to be able to see my sister again after such a long time and got rather emotional when it came time to hang up. We're making these calls regularly now and I'm looking forward to seeing her grandchildren through the magic of technology.”

If you are a tenant in one of the council's sheltered or extra care schemes, or you have a family member who is, and would like to make use of the tablets to keep in touch, contact the scheme manager who will be happy to help.

For more information about accommodation for the over 50s, visit www.darlington.gov.uk/50+



David keeping in touch with his sister



Sybil enjoying a chat



darlingtoncollege

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TEES VALLEY MAYOR



Telephone: 07483 068939 Email: DCWorks@darlington.ac.uk



Helping to tackle loneliness and isolation by providing a vital lifeline of companionship and social support to Darlington's elderly

Darlington Town Mission is an independent charity that relies entirely on fund raising events, donations and legacies in order to continue our crucial work with the elderly in our local community.

Every pound you donate goes towards alleviating isolation and helping our Friends enjoy happier lives.

If you would like to learn more about the work which we do, or to make a donation then please check our website or alternatively send your kind donation by cheque payable to Darlington Town Mission to our registered office: 2 Davison Road, Darlington, DL1 3DR.



"Being a local company, Real Property (UK) Ltd are very proud to support Darlington Town Mission as a business sponsor.

We are well aware of the way that they tirelessly help so many elderly residents in our local community and we feel privileged to offer our assistance to help them to continue with their excellent work and charitable aims"

Paul Million
Managing Director - Real Property (UK) Ltd



Working with Darlington's business community

Being one of our business sponsors is a really rewarding experience. Knowing that you are giving back to your local community shows both staff and customers that you really care. Your generosity will be seen and appreciated by all as supporting a trusted local charity and in helping to tackle loneliness in Darlington's elderly.



**Darlington
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Mission**
Enriching Elderly Lives

This article has been kindly sponsored by Real Property (UK) Ltd

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Missioner 0794 3251357
✉ dtm@darlingtontownmission.org.uk
f /Darlingtontownmission

Have your say in May!

YOUR VOTE MATTERS

DON'T LOSE IT



Time is running out for you to make sure you're registered to vote in the forthcoming elections.

On Thursday 6 May, voters in Darlington will go to the polls to elect a new Police and Crime Commissioner for the Durham Police area, and a Mayor for the Tees Valley Combined Authority.

Residents in two areas will also be voting to fill vacancies on the council. In Red Hall and Lingfield ward there will be an election following the resignation of Cllr Sam Howarth. Cllr Paul Howell is also standing down so there will also be an election in Hummersknott ward.

If you're already registered to vote, you will be sent a polling card on or around 26 March. If you are not currently registered, you must do so before Monday, 19 April, to be able to vote in these elections. You can register to vote at www.gov.uk/register-to-vote - it takes just a few minutes and you will need your National Insurance Number.

Whilst arrangements are being made to ensure that polling stations will be Covid-secure by polling day, you may feel more comfortable voting by post. A postal vote application form is included on the next page – simply fill it in and send it to us before 5pm on Tuesday 20 April.

If you are voting at a polling station - please check your poll card or the council's website – as some locations have changed.

You can also appoint someone you trust to vote on your behalf - known as a proxy vote. To apply please contact the elections team for an application form. The deadline to apply is 5pm on Tuesday, 27 April.

For more information contact the elections team on 406444, email elections@darlington.gov.uk or visit www.darlington.gov.uk/elections2021



The Police and Crime Commissioner (PCC) oversees the running of local police services and holds the Chief Constable to account on behalf of local people.

The role involves securing an efficient and effective police service within the area; setting the local budget and raising the local policing precept from council tax; deciding what the key priorities should be and publishing a police and crime plan that reflects this.



TEES VALLEY MAYOR

The Mayor of the Tees Valley Combined Authority (TVCA) leads the work of the authority, which was created in April 2016 and is a partnership of five councils - Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees. It is the organisation that drives economic growth and job creation in the area.

All residents who are registered and eligible to vote at the TVCA mayoral election will receive a booklet about the role of the mayor before the election.

Fill out your postal vote application form today!

Application Form to Vote by Post

Please complete in **BLACK INK and BLOCK CAPITALS** and return to Elections Team, Room 116, Darlington Borough Council, Town Hall, Feethams, Darlington, DL1 5QT. If you need help filling in this form, please phone 01325 406444.

Address where you are registered to vote

About you

First name(s) (in full)

Surname

Title (Mr, Mrs, Ms, Miss, Dr, Other)

Your Date of Birth

Day		Month		Year			

Declaration

As far as I know, the details on this form are true and accurate. (You can be fined for making a false statement on this form.)

Signature: Keep within the border and use **BLACK INK.**

I cannot supply a signature because

Date: _____

Postal vote for which elections

All elections you are entitled to vote at

Local elections

Parliamentary elections

For how long do you want a postal vote?

Until further notice

For election(s) on

Day		Month		Year			

For election(s) until

Day		Month		Year			

Address for postal ballot paper(s)

My address where I'm registered to vote
or

The following address

Reason for sending ballot paper(s) to an alternative address

Have you had help completing this form?

Name and Address of helper

For office use only

On the road

We have worked hard over the last year to improve our roads.

As we look to develop our new Transport Plan, here's a look back at what's been achieved and a taste of what's to come.

2020 Achievements

The highlights...

- ✓ **JUNCTION IMPROVEMENTS** to Yarm Road/Lingfield Way and Houghton Road/Tornado Way junctions **TO MANAGE CONGESTION.**
- ✓ Work started to **IMPROVE VICTORIA ROAD** - resurfacing the back lane, widening footpaths, traffic calming, a 20mph speed limit, traffic signals and landscaping **TO IMPROVE THE ROUTE BETWEEN THE STATION AND THE TOWN CENTRE.**
- ✓ **HELPING** residents with mobility issues by creating dropped kerbs in Houghton Road, Hundens Lane and Eldon Street.
- ✓ **RESURFACING BETWEEN THE A66** and Middleton St George as part of the Stockton and Darlington Railway **WALKING AND CYCLING** route.
- ✓ Roads have become **MUCH SAFER** – road casualties have reduced reflecting the reduction in traffic.
- ✓ Over **1,000 TONNES OF CARBON A YEAR** has been saved by introducing LED street lights. This has **CUT OUR ELECTRICITY BILL BY £500K** per year and reduced our repair bill.
- ✓ **INCREASED INVESTMENT** in road maintenance – thousands of potholes have been reported and repaired – in the last 10 years the number of potholes needing repair has **DROPPED** from 10,000 per year to 5,000.
- ✓ Surfacing work to prevent potholes has been carried out in **70 RESIDENTIAL STREETS.**

Darlington's transport plan aims to prioritise maintenance and support

to success



Works coming up...

- Introducing **20MPH SPEED** limits with traffic calming measures at Mount Pleasant and Hurworth Primary schools. Working with all schools to address school gate congestion and encourage walking and cycling.
- The first phase of work to create a **SAFER WALKING AND CYCLING ROUTE** from West Park to the town centre, via Woodland Road and Duke Street.
- New online "Report It" system will allow residents to **TELL US** about problems.
- **MORE INVESTMENT IN MAINTENANCE** to improve roads and **PREVENT POTHOLES**.
- We will create our first **RECYCLED ROAD** between the A67 and Sadberge, using recycled materials from other projects. This will divert **THOUSANDS OF TONNES** of material from waste sites.
- **REDUCE THE IMPACT** transport can have on the **ENVIRONMENT** by:
 - More people **WALKING AND CYCLING**
 - promoting **CAR SHARING**
 - improving and encourage the use of **PUBLIC TRANSPORT**
 - encouraging a **SWITCH FROM PETROL AND DIESEL** to electricity and hydrogen.
- Work with Tees Valley Combined Authority to roll out **ELECTRIC CHARGING POINTS** to encourage people to move to electric vehicles.
- **REPLACING** all lit bollards and signs with LEDs or reflective signs to further **REDUCE CARBON EMISSIONS**.
- Working with other Tees Valley councils and bus operators to **IMPROVE** bus services and **ENCOURAGE** people back onto buses.
- Continuing to **PROMOTE ROAD SAFETY** as we encourage more people to travel sustainably.

economic growth by providing a safe and sustainable transport network.



Do you have a Darlington Borough Council Older Person's Concessionary Bus Pass?

Does your pass expire on or before
31 March 2021?

If so, you will need to register
for an online bus pass account
to renew your pass.

Renew online from:



For more details and a full step-by-step renewal guide, visit:



Quick renewal guide



Bus pass renewal is now online. We've put together a quick "how to" guide below to help you register for an account and renew your pass.

A full step-by-step renewal guide is available at www.darlington.gov.uk/bus-pass

To register for an online account and renew your bus pass, you will need:

- Your current bus pass
- Your National Insurance number
- An email address

Don't yet have an Online Account

- I have never had a Bus Pass and I would like to set up an online account and apply for one.
 - My Bus Pass has expired or will expire in the next 28 days and I want to renew it
- Renewal Code - if you don't know your renewal code you can look it up [here](#)

Register for an account

1

- Visit darlington.concessionarytravelpass.co.uk
- To register for an account, you will need to look up your renewal code
- Use the renewal code to register for an account
- Check and update your personal details

2

Wait while we check your details

- Changes to your personal details will need to be approved by the Concessionary Travel Team
- You will receive an email once approved - usually within 24 hours

3


Log into your account and renew your bus pass

- Once you've received your approval email, log back into your account to renew your pass
- You should receive your pass within 7 days

Need help?

Don't have the internet or an email address?
Do you need help with setting up your account or renewing your bus pass?

Please contact the Concessionary Travel Team:

 (01325) 406699



concessionarytravel@darlington.gov.uk

www.darlington.gov.uk/bus-pass

“Darlo Millions has helped us so much!”



Due to the pandemic Alan was on reduced hours at work and Anne had been furloughed by her employer. As a result, their monthly income had reduced to under £1,800.

They were finding it impossible to support their two children and pay their mortgage.

DarloMillions helped them claim an extra £260 Universal Credit a month and receive a further £162 on top of that, due to Anne caring for her mother who suffers with dementia.

“We were really struggling to make ends meet and, after talking to one of my mum’s friends, who advised us to get in touch with DarloMillions to see if they could help us, we decided to give

them a call – and we are so pleased we did. We went through all our outgoings and income with someone on the phone and were told we were eligible for financial support. It was such a relief – we can now pay the mortgage and make ends meet.”

Thanks to Darlo Millions we are £422 better off every month.

If you’re struggling financially, please get in touch like Alan and Anne did, to check if you’re eligible to receive financial help. £26m of government money goes unpaid to Darlington residents every year – you could be one of them.

For advice or help to make a claim, email darlomillions@darlingtoncab.co.uk or call 0800 048 7023.

Supported by



The census is coming

Sunday **21 March**

census 2021

Have you got your census letter?

Households across the town are being asked to take part in Census 2021.

You will soon receive a letter with an online code explaining how you can complete your form. If you don't get one in the next couple of weeks, please get in touch with the census contact centre.

You can also request a paper questionnaire if you'd prefer to complete your census that way.

Subject to the latest Covid restrictions, support centres will be open during the census. Staff will offer help for people who are not confident completing their forms online, or who don't have a computer.

The census is a once-in-a-decade survey that gives us the most accurate estimate of all the people and households in England and Wales. It has been carried out every decade since 1801, with the exception of 1941.

At the time of the last census...

- **105,564** people lived in Darlington
- **40,098** people were married or in a registered same-sex civil partnership
- Poland (**887** residents) was the top country of birth other than the UK
- More than **12%** of people in Darlington went to work on foot
- There were **18** textile process operatives
- There were **37** train and tram drivers, **37** rail transport operatives, **25** rail travel assistants and **28** rail construction and maintenance operatives

census
2021

What matters to us?



Family



Friends



Community

For more information, and to find out how to get help, visit [census.gov.uk](https://www.census.gov.uk) or call the contact centre on **0800 141 2021**.

These organisations can help if you are struggling, or know someone who is

Reach out and give them a call or pass on a number to someone in need. Remember, it's OK not to be OK. Talking helps and always be kind.

talking changes

Self-help, counselling and talking therapies service to deal with common mental health problems such as stress, anxiety or depression.

0191 333 3300 Monday – Friday 9am – 5pm
www.talkingchanges.org.uk

Providing free and confidential advice on a range of money, legal, housing and welfare issues.

0300 330 1195
www.darlingtoncab.co.uk
Monday – Friday
10am – 4pm
(Wednesday 6pm)

citizens advice

ADULTS

MANHEALTH

Male peer support groups helping men manage their mental health.

FREE Weekly ManClub sessions.
01388 320023 www.manhealth.org.uk

700 Club

Charity supporting individuals, families and couples who are homeless or at risk of becoming homeless

01325 366397 www.700club.org.uk
Monday – Friday 8.30am-4.30pm

we are withyou

Support around alcohol and substance misuse.
Tel: 01325 809810
Email referrals to: withyou.darlington@nhs.net
www.wearewithyou.org.uk

TALK TO US
If things are getting to you

24/7



116 123

This number is FREE to call round the clock



jo@samaritans.org



samaritans.org

SAMARITANS

Accessible, experienced and customised support for all ages focussed on helping people achieve good mental health and wellbeing
07572 888084 Monday – Friday 9am-5pm www.darlingtonmind.com

Loss and Bereavement Helpline and Counselling service

07377 910227 supportline@darlingtonmind.com

Free, confidential and impartial young people's, parent's and families support line
07572 888084 Monday – Friday 1.30 – 4.30pm
crew@darlingtonmind.com

mind
for better mental health
Darlington

How a

If you are struggling to cope or overwhelmed there are people there to help you.

Talk to someone about your problem. It's OK to ask for help.

DOMESTIC

Local services to support you and reduce the risk from domestic violence

Family Help

www.familyhelp.org.uk
Monday - Friday
9am-5pm
01325 364486

Call on
in a mental he

0300 020
The phone
a day, sev
offers call
which will
appropriat

In an emergency call **999**.

For medical advice call **111** or search **111** online.

Developed by the council's public health team.



CHILDREN AND YOUNG PEOPLE

US...
health emergency.

Free, confidential and impartial young people's, parent's and families support line
☎ 07847 933799
Monday – Friday 10 -12
listeningpost@dacym.co.uk



YMCA

Charity supporting young people to live well and thrive. Offering youth clubs open to all young people aged 10-19
24/7 ☎ 01325 462452
www.teesvalleyymca.org.uk

00317
The line is open 24 hours seven days a week and offers a series of options to divert them to the most appropriate local service.

Talk to someone you trust, a family member or friend. People in school or college like the Mental Health Lead or the 'SENDCo' will be able to help.

WORRIED? NEED TO TALK?

Call Childline on
0800 1111



Are you?

to cope or feeling
are plenty of services

out how you are feeling

kooth

Free, safe and anonymous online counselling and support for children and young people aged 11-18
www.kooth.com

BEREAVEMENT

Cruse
Bereavement
Care

Somewhere to turn when someone dies
☎ 01325 288633
www.crusenortheast.org.uk
Monday – Thursday:
9am – 4.30pm
Friday: 9am – 3.30pm

VIOLENCE

ort those experiencing or at
nce

myharbour

www.myharbour.org.uk
☎ 03000 20 25 25
(24 hours)

St Teresa's
Hospice
Giving to life

Pre and post bereavement support as well as counselling for people with life limiting illness and their carers

☎ 01325 254321
enquiries@darlingtonhospice.org.uk
For more information about services:
www.darlingtonhospice.org.uk

Expert advice and practical tips on how to support your mental health and wellbeing – search online for **Every Mind Matters**



News in brief



Housing on Facebook

A new page designed for council tenants, and potential tenants, has been launched on Facebook including news, competitions and property adverts. Search for Darlington Borough Council Housing on Facebook.

Easter bin collections

There will be no changes to household waste or recycling bin collections over the Easter holidays. To find out your bin day visit www.darlington.gov.uk/streetscene

What's On

With Covid-19 lockdown restrictions still in place at the time of going to print, you'll notice there is no What's On page in this edition. We look forward to being able to share details of Covid-secure events in Darlington, and further afield, later in the year.



You'll be bowled over!

Work to create a five-lane bowling alley in the Dolphin Centre is nearing completion.

It will open later this year, subject to Covid restrictions.

Watch this space, and our social media feeds, for more details.

Market improvements taking shape

Work is well underway in the historic Market Hall as part of plans for a modern, mixed-use market to serve the community and attract visitors old and new.

Contractors have been on site for the last three months to carry out the work which includes installing an eco-friendly biomass boiler, an enhanced entrance off West Row, and the creation of additional public toilets.

Six street food units, a bar and entertainments area will help transform the market into an evening

destination serving street food from around the world and offering music and entertainment from local bands as well as family-friendly events and activities.

Reinforced glass floor panels will allow visitors a glimpse into the underground vaults where, in later phases, space will be created for restaurants and bars.

The redevelopment is being funded by the council, Market Asset Management and Tees Valley Combined Authority (TVCA).

FREE security measures to make our streets safer



Residents in the North Road and Northgate areas have until the end of March to apply for free security measures to protect their homes from burglary.



Last summer, Darlington, along with Horden near Peterlee, received a share of the Home Office's £25 million Safer Streets Fund following bids submitted by the Office of the Durham Police, Crime and Victims' Commissioner.

The areas were chosen based on specific criteria as they both have high rates of certain crimes, in particular, burglary.

As part of the scheme, victims of burglary and those houses close by, can have security measures installed to help reduce the chances of further incidents. The security measures include window locks, internal and external lights on timers and sensors, as well as double locks.

In October the scheme was extended and is now open until the end of March.

Anyone who lives in the North Road/ Northgate area who is deemed vulnerable can receive the free security measures.

Crime prevention advice is also provided by police officers and the crime prevention team to make victims feel safer and to prevent future crimes in the area.

To find out more about the Safer Streets Fund and to see whether you're eligible to receive free security measures visit www.durham-pcc.gov.uk/Your-Police/ and click on 'Safer Streets' or email saferstreets@darlington.gov.uk



SAFER STREETS

SECURE, DETER, PREVENT

Youth offending team is 'outstanding'



The council's youth offending team (YOT) has been rated 'outstanding' in a recent inspection.

The YOT works with children aged 10 to 17, who are serving court sentences or have received cautions or community service. It was assessed for its organisational delivery, as well as how it supervises and works with children and their parent/s or carer/s.

The team received high ratings for its work in all areas and was highly praised for being well-manged, well-led, having a sound work ethic and clear

strategies in place to successfully supervise children and reduce the risk of reoffending.

The HM Inspectorate of Probation report highlighted the team's practical and logical approach; good internal communication and staff support; its forward-thinking, optimistic, focused, tailored, personal approach to each case; the successful, established working relationships with other services as well as with children and their parents or carers and that the service sets a real benchmark for what can be achieved.

**To find out more about the YOT, visit www.darlington.gov.uk
Has the YOT helped you or someone you know?**

We'd love to hear from you. Email feedback@darlington.gov.uk

Dog fouling!

Know the risks...



There are an estimated **25,000** dogs in Darlington. An average dog produces **70kg** of solid waste a year – that's a massive **1.75m** kilos of poo! **134** incidents of dog fouling reported in the borough last year

Whether you own a dog or not, dog mess is a problem for us all. It's not just unpleasant, but can also pose a danger to health.

Dog waste is one of the leading sources of E-Coli, especially in children, and can cause roundworm, tapeworm, hookworms and salmonella. Roundworm can cause stomach upsets, sore throats and asthma – in extreme cases even blindness or seizures.

We know that most dog owners are responsible and clean up properly after their pets. Sadly, there are those who don't, and our new responsible dog ownership group DOGwatch is actively targeting those people to educate them and prosecute if they continue to offend. We think that's a fair and balanced approach.

Dog waste bins are emptied regularly, but on busy dog walking routes they can fill up quickly. If a bin is full, please do not leave waste bags piled up on the ground or in bushes. The high levels of cereal in many dog foods mean wildlife and grazing animals such as horses, sheep and cows often eat them

causing unnecessary suffering and even death. Not to mention damage to the environment and smaller animals caused by the bags. Don't cause the death of another animal by being irresponsible.

The group is currently looking at bin locations and how often they're emptied to help improve facilities and plan walks. If there's somewhere you believe a dog waste bin is needed, let the group know.

If there isn't a dog waste bin handy you can put dog mess in any general waste bin – or take it home to put in your household waste bin. Taking extra bags with you on a walk will ensure you're ready for any unexpected poo, or you can share them if another dog owner needs a bag.

The message is simple – bag it and bin it! If you don't, you could be fined up to £1,000.

To find out more about DOGwatch and how to get involved, email anna.willey@darlington.gov.uk

You can report issues relating to dog controls by emailing customerservices@darlington.gov.uk



Be a smart shopper

In most cases, the delivery of goods bought from a retailer goes smoothly, but if there's a problem, do you know what your legal rights are?

The retailer must deliver the goods within 30 days, starting after the day you bought them, unless you both agree a different time period. If the goods are not delivered by the deadline or as agreed, you can cancel and get a refund. You can, if you wish, give the retailer another chance to deliver, but it's best to confirm the new arrangement in writing.

What if the goods are damaged or faulty on delivery?

You have the right to a refund, replacement or you may be able to ask for a repair. However, you don't have to agree to a repair if it's not what you want.

What if I give permission for the courier to leave the goods in a safe place or with a neighbour?

Take time to fully consider these alternatives because if something goes wrong, you will probably be regarded as having received the goods.

What if the goods go missing?

Report it to the retailer as soon as possible.

Your contract for the purchase of the goods is normally with the retailer, and it is the retailer who must deal with any complaint.

Visit the consumer advice section of our website www.darlington.gov.uk/tradingstandards for more information.

For advice on a consumer problem, visit the consumer pages of the Citizens Advice website www.citizensadvice.org.uk/consumer or call 0808 223 1133.

Please note, trading standards does not provide consumer advice or dispute resolution services.



Next step in Local Plan



Darlington's Local Plan takes a step closer to adoption as it is examined by the government. Planning inspector William Fieldhouse was appointed in January to conduct an independent examination of the plan.

This will involve carrying out a detailed examination of the plan and its supporting evidence to see if it addresses all the key issues and if the sites and policies identified are justified and effective. He will then decide if the plan is sound and if any changes are necessary.

Scrutiny of the plan will include hearings with people and organisations who made comments on the proposed Local Plan last August. They will be invited to take part. It is hoped the sessions will take place mid-May and will most likely take place online and be streamed to the public.

The finalised timetable will be released online at www.darlington.gov.uk/local-plan-exam – this site also contains all relevant documentation and will be regularly updated throughout the process. Look out for updates in future issues of One Darlington.

Darlington's Local Plan covers the period up to 2036 and sets out how and where future new homes and jobs that are needed will be located, along with policies to guide development, including the protection of the natural and built environment.

The purpose of the Local Plan is to ensure that development takes place in sustainable locations, supported by community facilities and infrastructure, helping the council to restrict building proposals in less suitable locations.

It is hoped that, once agreed, the Local Plan will be adopted by the end of the year.





County Durham and Darlington
Fire and Rescue Service

County Durham and Darlington Fire and Rescue Service

is now carrying out Safe
and Wellbeing Visits over
the telephone.



Staff from your local fire station can give you a call to chat about how to keep you and your family safe from fire.

This includes checking you have working smoke alarms, to using electrical items and planning a safe escape in an emergency.



If you or someone you know would like a fire safety check, then call the Community Safety Team on 0191 916 0217 or 0191 916 0214 to arrange an appointment.

**More fire safety information is available on our website
<https://www.ddfire.gov.uk/>**

SAVE TIME, DO IT ONLINE



Got a repair to report? Need to check your rent balance? Want to pay your rent? If you're a council tenant, there are loads of opportunities to do all of this and more online.

We get lots of calls every day from tenants, and while we aim to help as many as possible, it does mean you can end up waiting in a queue. When you do it online, you don't need to worry about queues or opening hours – everything is available at your fingertips whenever you need it.

Darlington Home Online is a 24/7 service that allows you to view your tenancy via your mobile phone, tablet, laptop and desktop.



Pay your rent, check balances & payments



Update your tenancy details



Report your repairs online and book to get them fixed



Send a message to our housing team

Visit www.darlington.gov.uk/housing/darlington-home-online to find out more and sign up, and be sure to like and follow our housing team on Facebook [@DBCHousing](https://www.facebook.com/DBCHousing)

Darlington Home Online isn't the only brilliant service we offer online; from reporting problems around the town, applying for a blue badge, using our libraries and more.

For details of everything you can do online, visit www.darlington.gov.uk/doitonline



Stay one step ahead of criminals!

Darlington police is encouraging you to sign up to email alerts to stay updated on crime.

The free community messaging service 'Keep In The Know' is a way for people who live and work in the town to find out about crime in their area and find out what the police is up to.

By signing up you will receive regular crime updates and information on road closures, community initiatives, witness appeals, general policing activity and any scams you should be aware of.

Inspector Dean Haythornthwaite said: "Registration is quick and simple and you can decide what issues matter to you. Email alerts are sent to particular groups and communities so the more information you tell us when you register, the better our messaging will be.

"For example, if you tell us you have CCTV installed in your business or home, when a crime occurs or we are seeking a missing person in your area, we will contact you to see if you can provide invaluable help. The more we know about you, the better our community resilience can be.

"This news platform is a two-way street, and although it is not for reporting crimes or incidents, you can reply to emails and let us know what is affecting you. Our communities play a crucial part in helping us prevent and detect crime and anti-social behaviour."

Receiving messages from a trusted source and allows you to share reputable and reliable information with friends and family in local area.

To sign up, visit keepintheknow.co.uk
You can unsubscribe at any time.



Covid-19 vaccine scams

Residents are being alerted to the surge in scams related to the Covid-19 vaccine.

Scam emails, calls and texts pretending to be from the NHS are circulating, claiming that you need to provide payment information and other personal details before booking a vaccination appointment.

Please remember – you may be contacted by the NHS, your employer, a GP surgery or pharmacy to receive your vaccine. The vaccine is free of charge and at no point will you be asked to pay.

Legitimate vaccine providers will never:

- Ask for your bank account or card details
- Ask for your PIN or banking password
- Arrive unannounced at your home to administer the vaccine

- Ask you to prove your identity by sending copies of personal documents

If you receive a call you believe to be fraudulent, hang up. If you are suspicious about an email you have received, forward it to report@phishing.gov.uk

Suspicious text messages should be forwarded to 7726 which is free of charge.

If you believe you are the victim of a fraud, please report it to Action Fraud by calling 0300 123 2040 or visiting www.actionfraud.police.uk

If you, or someone you know, has provided payment or personal details by mistake, report it as soon as possible.

Ian just keeps on running!



Move More Star

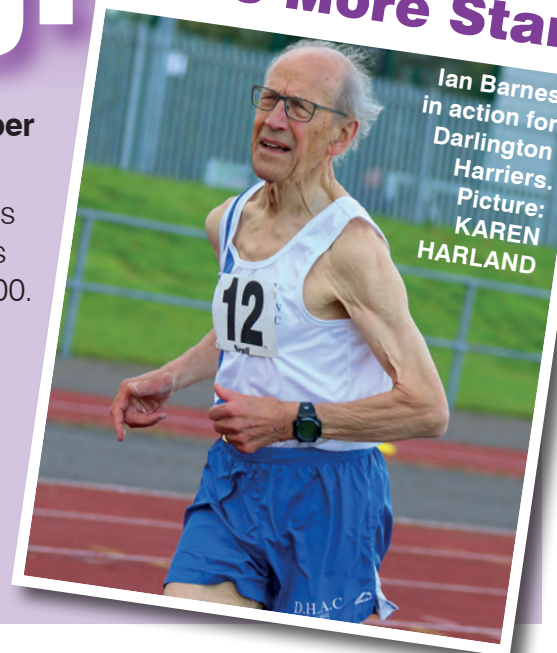
This month's Move More Star is Ian Barnes, who is a member of Darlington Harriers Athletics Club.

Ian achieved a new British age group record as he approached his 86th birthday, and this adds to his many accolades throughout his life, including awards won for running in 1984, 1985, 1997, and 2000.

Ian recently received recognition of his achievements from the Darlington Sports Winners Scheme and is a shining example to everyone and shows there are no barriers to continuing to be active. Well done Ian!

Interested in running?

Contact the Move More Team on 405400 or email movemore@darlington.gov.uk





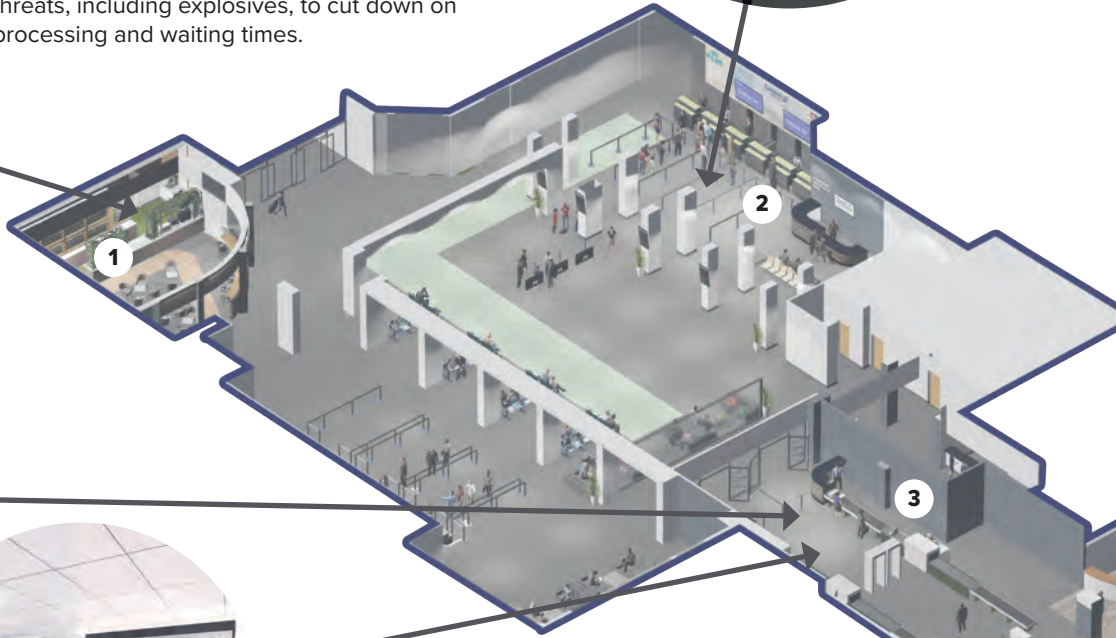
1 Coffee Shop



2

Check in desks

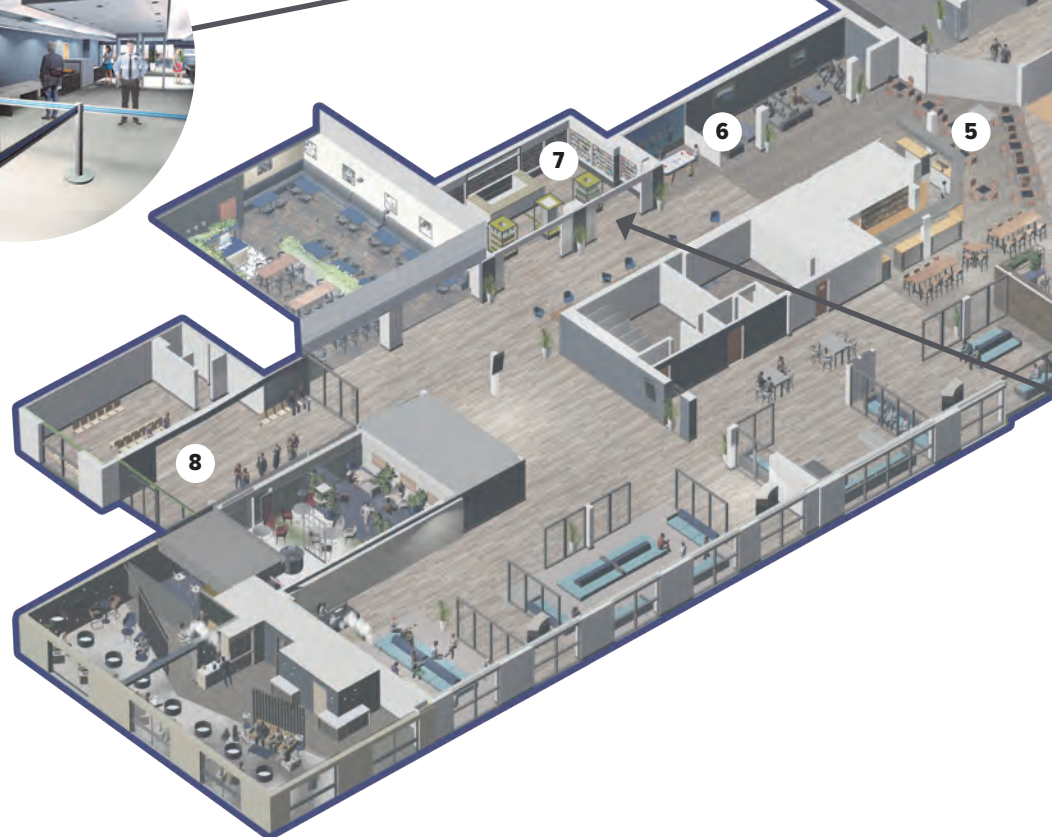
Areas of the terminal previously mothballed will be brought back to life, with redeveloped check-in desks. This includes the installation of baggage belts and a cutting-edge 3D hold baggage scanner that can instantly detect threats, including explosives, to cut down on processing and waiting times.



3

Security

A renovated security area will make passage through to the departure gates even smoother. A new state-of-the-art body scanner and a C3 x-ray baggage scanner will speed up security and help to process more passengers quicker. The body scanner will assist the metal detectors to reduce physical checks, while the baggage scanner means that passengers will no longer have to remove liquids and electrical items from bags and pass them through separately. These will also make global travel via Amsterdam Schiphol and London Heathrow easier, with no requirement to pass through additional checks.



NEW-LOOK TEESSIDE AIRPORT GETS OFF TO A FLYING START

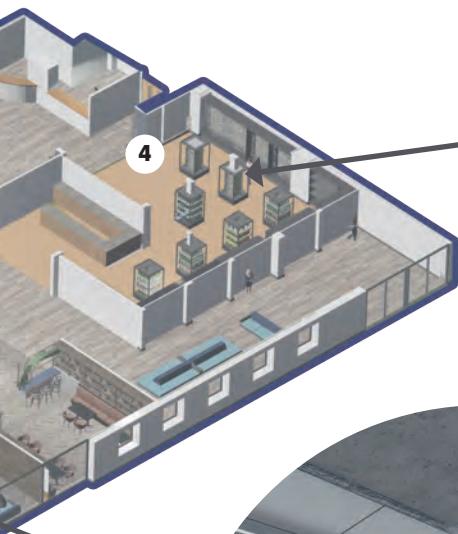
Teesside International Airport will be flying high once again following a massive terminal redevelopment programme.

The entire airport, from check-in desks and security to redeveloped airside departure gates, will be transformed and brought up to date as work being carried out by local firms continues.

The redevelopment is taking place to make it ready for the increased number of passengers expected to come through its doors, thanks to

the introduction of domestic routes via Loganair and Eastern Airways, expanded summer holiday services with Balkan Holidays and JetsGo Holidays and from securing Ryanair as a low-cost carrier.

Here is an in-depth look at how your local airport will be remodelled to give passengers a top quality experience when it reopens further after the easing of restrictions put in place due to the coronavirus pandemic.



4 Duty Free

An essential part of any airport, the duty free area, is also set to return after eight years, so travellers can pick up great deals on a range of items such as perfumes, sweet treats and more.

5 Existing Cafe Bar

The existing café bar, great for relaxing with a drink or bite to eat before your flight, will be given a facelift as part of the redevelopment.

6 Family area

This new family area will keep little ones entertained while you wait to board your flight.

7 Shops

The shops will contain all of those pre-flight essentials plus books, magazines and much more.

8 Redeveloped Gate 5

A fully refurbished Gate 5 will serve passengers taking advantage of Ryanair's new summer holiday flights later this year.



Find out more about all our services at www.TeessideInternational.com and how your business can get involved with the work at the airport by visiting www.TeessideInternational.com/procurement

Clubs and Societies



Club nets success during lockdown

Covid restrictions haven't dampened the enthusiasm of netball club Headlanders as they have pushed ahead with fitness and skills sessions, won awards and raised thousands of pounds for charity.

Lead coach Natasha Levy was recently presented with a Darlington Sports Winners Scheme Award and was nominated for a North East Coach of the Year Award. She describes what the club has been doing during the pandemic:

"Even though we couldn't play and train as normal, we've worked really hard to keep everyone's spirits and fitness up.

"Our girls appreciate the importance of education, so we decided to 'Walk to Malawi'. We raised over £2,000 for a school in Malawi that was affected by Covid. Parents and grandparents got involved and siblings. We've also raised money for a local foodbank, St Teresa's and the Spirit of Africa.



"We've held weekly online fitness sessions, regular running routes and shooting competitions. We have a virtual weekly park run for netballers and parents. When we could, we arranged fitness sessions at Mowden Park and Forge Fitness has helped with online sessions.

"Mental health is important and we've held regular Tik Toks and challenges for everyone. Themed artwork was produced and displayed in windows so we could give each other a wave

and Headlanders mindful colouring books were made.

"Children can start at Year 4 and we have a team for every age group. Beyond school we have a regional and a high level team; several local league and back to netball teams, so there is something for everyone. We encourage parents to be involved - some are team managers and some play netball. We even have some awesome dads that are team managers!"

For more details, search for Darlington Headlanders on Facebook.

If you have any club news to share, please email communications@darlington.gov.uk

Investing £9 million in Darlington

Northern Powergrid, the company responsible for the network that powers everyday life for 8 million customers across the North East, Yorkshire and northern Lincolnshire, is carrying out a £9 million investment programme to improve the reliability of the power network serving Darlington, both now and in the future.

We're working at various locations across the town to replace 48km of high voltage underground electricity cables dating back to the 1950s with a more modern and sustainable alternative. This new cabling will be capable of meeting any future increase in the demand for power as the town develops, the population grows and more people swap their cars for electric vehicles.

Working in your community

Work started in late January 2021 and runs until early 2024 along the route shown.



Priority Services Membership

Making you our priority



Our **free** Priority Services Membership provides access to a range of services and advice in case there's ever a power cut, giving you, or someone you care for, extra support and peace of mind. You might need this for many reasons such as:

- if you rely on electricity for medical reasons or have a serious illness
- if you're disabled or have difficulty moving around at home
- if you're elderly or living alone
- if you have children aged 5 or below
- if you're living with a mental health condition
- if English isn't your first language

Fill out an application form at northernpowergrid.com/care or call us on 0800 199 2996 (Text Relay Users dial 18001 first). Text Phone users call 0800 028 9507 and, if English isn't your first language call 0800 389 8204.

For more information about this investment visit northernpowergrid.com/darlington, email generalenquiries@northernpowergrid.com or call 0800 011 3332



I'm enjoying
FREE childcare...



...is your 2 year old?

Check your child's eligibility for up to 15 hours a week -
just have your national insurance number to hand and go online
www.darlington.gov.uk/childcarechecker,
email pfis@darlington.gov.uk or call Darlington
Families Information Team on **01325 406222** (option 7)

