

# Ely Area Neighbourhood Panel



Ely • Stuntney • Prickwillow • Queen Adelaide • Chettisham • Shippea Hill

This is the last ever Ely Neighbourhood Panel newsletter. A decision was made by East Cambs District Council that, following the January 2014 panels, no further neighbourhood panels would be held because a review had shown clearly that they do not provide an effective means of engaging with residents and responding to issues in local communities. ShapeyourPlace for example, now provides a response to an issue within 10 days (rather than having to wait three months for a panel meeting), and many parish council's regularly engage with residents for their issues and priorities.

This newsletter summarises the key issues raised at the final Ely panel held on 23rd January 2014, and provides responses to all of the issues raised apart from the Policing priorities where an update will be posted on [www.shapeyourplace.org](http://www.shapeyourplace.org) by Mid April 2014.

Please use the link to access the Neighbourhood Panel webpage, which provides background information and all up-to-date documents

[www.eastcambs.gov.uk/neighbourhood-panels/neighbourhood-panels](http://www.eastcambs.gov.uk/neighbourhood-panels/neighbourhood-panels)

## Hot Topics

### The Future of Community Engagement and Information Sharing in East Cambridgeshire

Although the Neighbourhood Panels in East Cambridgeshire have now ceased, all of the partner agencies involved in their delivery remain firmly committed to tackling community issues and engaging with residents. Listed below are some of many ways that you can

continue to report issues from your local community, and how the public sector organisations working in East Cambridgeshire communicate with you about the services they provide.

#### How to report faults and issues to East Cambs District Council

**By telephone:** 01353 665555 (office hours)

**Via the on-line portal:**

Many services are only a click away and if you register on the site you will also be able to track your enquiry.

<http://www.eastcambs.gov.uk/customer-services/contact-customer-services>

There are 4 self-serve kiosks available in the Council's main reception available for use during office hours for those with no access to the internet.



**By talking to your District Councillor:**

Details of how to contact your District Councillor are available widely in publications such as the parish/community newsletters, and on the ECDC website: <http://www.eastcambs.gov.uk/council-and-democracy/search-for-councillors>

**Face to face at ECDCs reception:** Open Mon – Thurs 08:45 – 17:00hrs and Fri 08:45 – 16:30hrs

## January 2014

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The future of community engagement and information sharing in East Cambridgeshire, A Cycling Strategy for Ely
- Responses to issues raised at the 23rd January Meeting

Using 'ShapeYourPlace': [www.shapeyourplace.org](http://www.shapeyourplace.org)

**By e-mail:** Directly to the relevant officer or department or by e-mailing:

[customerservices@eastcambs.gov.uk](mailto:customerservices@eastcambs.gov.uk)

**By letter:** East Cambs District Council, The Grange, Nutholt Lane, Ely, Cambs, CB7 4EE

## How ECDC keeps you informed about the services it provides

- Through regular press releases

- By keeping the Councils website up to date ([www.eastcambs.gov.uk](http://www.eastcambs.gov.uk))
- By consultation on specific issues (in writing to those likely to be affected, using ShapeYourPlace and by attending community events)
- By ensuring the Council's Committee meetings are open to the public with the papers available in advance <http://www.eastcambs.gov.uk/council-and-democracy/meetings-search>

## How to report faults and issues to Cambs County Council



**By telephone:** 0345 045 5200 (Contact Centre), for general enquiries

(Monday to Friday 8.00am to 6.00 pm and Saturday 9.00 am to 1.00 pm (excluding Bank Holidays)).

There are also numbers for individual services (such as libraries, passenger transport, school admissions, concessionary bus passes), which can be found at:

[www.cambridgeshire.gov.uk/contact/htm](http://www.cambridgeshire.gov.uk/contact/htm).

**By e-mail:** [info@cambridgeshire.gov.uk](mailto:info@cambridgeshire.gov.uk).

Via the County Council website:

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

The specific link for reporting highways-related faults is: <http://www.cambridgeshire.gov.uk/transport/roads/reportingafault.htm>



**Have your say, make a complaint or a comment:**  
[http://www.cambridgeshire.gov.uk/do\\_it\\_online/haveyoursay.htm](http://www.cambridgeshire.gov.uk/do_it_online/haveyoursay.htm).

Using 'ShapeYourPlace': [www.shapeyourplace.org](http://www.shapeyourplace.org)

**By letter:** Cambridgeshire County Council, Shire Hall, Castle Hill, Cambridge, CB3 0AP

**By talking to the local councillor:** <http://www.cambridgeshire.gov.uk/cmswebsite/apps/committees/members.aspx>

## How the County Council talks to you

- Through regular press releases
- By keeping the Council website up-to-date
- By consultation on specific issues (in writing to those likely to be affected, using 'ShapeYourPlace' and by attending events)
- Through our  and  accounts
- By ensuring Committee meetings are open to the public with the papers available in advance ([www.cambridgeshire.gov.uk/council/democracy/meetings](http://www.cambridgeshire.gov.uk/council/democracy/meetings))

## Ways to contact Cambridgeshire Constabulary

**In an emergency:** Tel: 999

**Non urgent calls:** Tel: 101

**Via the Cambridgeshire Constabulary website:**  
[www.cambs.police.uk](http://www.cambs.police.uk)

Using 'ShapeYourPlace': [www.shapeyourplace.org](http://www.shapeyourplace.org)

Speaking to local officers in person or by e-mail via the 'message me' function on the website ([www.cambs.police.uk](http://www.cambs.police.uk))

## How Cambridgeshire Constabulary talks to you @Cops

- The new e-Cops, delivered by Neighbourhood Alert, allows members of the public to report

information and issues to Police, as well as receive messages from the police.

- Communications with Watch Schemes (for example, Neighbourhood Watch, Countryside Watch).
- Through regular press releases
- By keeping the Constabulary website up to date
- Through postings on 'ShapeYourPlace'.
- By attending community events and meetings.
- Using  and 



## Ways to contact Cambs Fire and Rescue

**In an emergency** Tel: 999

**Via the Cambs Fire and Rescue Website:** [www.cambsfire.gov.uk](http://www.cambsfire.gov.uk) CFRS Gateway

**In writing to Head Quarters:**

Fire Service Headquarters  
Hinchingbrooke Cottage, Brampton Road  
Huntingdon, Cambridgeshire, PE29 2NA.

**By phone to Headquarters:** Tel: 01480 444 500

**Using 'ShapeYourPlace':** [www.shapeyourplace.org](http://www.shapeyourplace.org)



## How Cambs Fire and Rescue Service talks to you

- Through regular press releases
- By keeping the CFRS website up to date ([www.cambsfire.gov.uk](http://www.cambsfire.gov.uk))
- By consultation on specific issues (in writing to those likely to be affected, using 'ShapeYourPlace' and by attending community events)

## Ways to contact Sanctuary Housing

**General enquiries by telephone:**

Open Monday to Friday, 8am to 8pm and Saturday 9am to 1pm.

Tel: 0300 123 3511 or 0800 131 3348

**By E-mail:** [contactus@sanctuary-housing.co.uk](mailto:contactus@sanctuary-housing.co.uk)

**Via Sanctuary Housings website:** <http://www.sanctuary-housing.co.uk/> where you can pay your rent, report a repair and more.

**In person:** By visiting the Sanctuary Housing desk at East Cambs District Council, The Grange, Nutholt Lane, Ely CB7 4EE



## How Sanctuary Housing talks to you

- Through regular press release
- By attending community events and meetings.
- Through the Resident Improvement and Involvement Team.

## Town and Parish Councils in East Cambridgeshire

Town and Parish Councils are the first tier of local government, having certain responsibilities for much smaller geographical areas than a District Council or County Council; many such councils cover only one village or town. They can play a vital role in improving the quality of life and the local environment in the communities they represent.

Town and Parish Councils not only focus upon more localised issues but also seek to influence the upper tier councils and other agencies. Many Town and Parish Councils work in partnership with other agencies and authorities to achieve ambitions for their local communities.

These councils set their own budget each year; they are statutory consultees on planning applications relating to the area that they represent; they have powers to provide (and maintain) a number of facilities, including: bus shelters, playing fields, play equipment, community buildings, allotments, cemeteries, war memorials, other recreational and leisure activities.

Some local councils, where eligible, have adopted the General Power of Competence (CPC); this power was introduced in the Localism Act 2011 (sections 1 to 8 inclusive refer). The GPC gives local authorities "the power to do anything that individuals generally may do" as long as they do not break other laws. It is a 'power of first resort'.

The importance of these local councils will increase as the financial resources of the District Council and County Council continue to reduce. For example, a number of local councils now meet the cost of operating a youth club, undertake the cutting of highway verges and are providing funding for minor highway improvements (such as changes to speed limits and introducing parking restrictions).

The contact details of the Parish Council in your area are listed below:

City of Ely Council, 72 Market Street, Ely  
Cambridgeshire, CB7 4LS

Tel: 01353 661016 Fax: 01353 668933

Email: [info@cityofelycouncil.org.uk](mailto:info@cityofelycouncil.org.uk)

## A Cycling Strategy for Ely

Ely Cycling Campaign presented their cycling strategy to the Neighbourhood Panel. The group formed in March 2012 by a group of local people, covering Ely and the surrounding towns and villages and now have over 75 members, and are growing all the time.

They campaign for changes that will allow more people to cycle. It's clear that a large number of people who want to cycle, do not do so because of the quality of the infrastructure currently in place. A recent YouGov poll<sup>1</sup> found that 60% of people 'never' ride a bike – but dedicated cycle routes and safer roads would get them pedalling. By talking to people at markets, fairs and last year's Festival of Cycling, campaign members were told the same things again and again – "I don't cycle because I'm scared of the traffic", "The roads are too busy", "I'd like to cycle with my children to school, but it's too dangerous", and so on. The campaign is not focussed on encouraging more people to cycle but instead to work towards making the changes that would allow people to cycle.

The Cycling Strategy has been put together to clearly illustrate the changes required and contains a mapped

<sup>1</sup><http://yougov.co.uk/news/2013/08/16/path-to-cycling-revolution/>

<sup>2</sup>[http://www.americabikes.org/nyc\\_study\\_finds\\_protected\\_bicycle\\_lanes\\_boost\\_local\\_business](http://www.americabikes.org/nyc_study_finds_protected_bicycle_lanes_boost_local_business)

<sup>3</sup><http://elycycle.org.uk/strategy/>

out network of segregated cycle routes for Ely and Northern East Cambs. If implemented, it will provide safe routes for motorists, cyclists and pedestrians. Allowing more people to cycle also benefits those who don't cycle with reduced congestion and easier parking. Local businesses could see their revenues increase as was the case in New York, when protected cycle lanes were added to 9th Avenue and some businesses there saw their sales income rise almost 50%<sup>2</sup>. The population as a whole would also be healthier. At a time when obesity is rising, and associated health risks such as heart disease and Type 2 diabetes are putting a greater strain on the NHS, there has never been a better time to get people cycling.

The cycling campaign see this as an important time to get changes implemented, as there are currently major infrastructure projects going on all over Ely, where appropriate cycling provision can planned better from the outset, to make Ely and East Cambridgeshire a forward-looking, cycle friendly place to live, work and visit.

For more information on the Campaign, and the Strategy<sup>3</sup> please visit their website <http://elycycle.org.uk>

## Ely Cycling Campaign

### Issues addressed since the last Panel Meeting

There were two policing priorities raised at the panel as follows:-

1. Dwelling burglaries
2. Parking violations around Ely

The Police need a minimum of 3 months to tackle and respond to these issues therefore an update will be provided on [www.shapeyourplace.org](http://www.shapeyourplace.org) in Mid April 2014.

#### East Cambs District Council

**Issue 1: Sacrist Gate disabled toilet not big enough for wheel chairs and could be closed if a drug taking problem?**

**Response/action:** The Council is aware that this toilet cannot be made fully accessible for all wheelchair users. However, as there is not a drug use issue that we are aware of, the Council will keep this facility open for general use, but put up a sign which tells wheelchair users where the nearest DDA compliant toilet facility is located.

**Issue 2: Commercial bin collector in Market Street starts 4.40am, antisocial and noisy**

**Response/action:** The commercial arm of Veolia is not a Council contract or under any Council control, however, the Environmental services team have contacted them to inform them about resident's complaints about this noise issue.

**Issue 3: Dog fouling new barns play area needs enforcement**

**Response/action:** Dog fouling needs to be reported directly at the time it occurs to the Council with the times of fouling noted, in order for the Enforcement Officer to be able to deal with it effectively. Please use ShapeyourPlace, the ECDC online portal or the customer services number.

## **Issue 4: Market vehicles in deacons lane can ECDC put pressure on not to do that?**

**Response/action:** The Council offers market traders the opportunity to apply for a Market Trader parking permit to use in long stay car parks, and there is designated parking for large vehicles in Barton Road car park. We also provide information on off street car parking in the city centre for new traders. It is unlikely that there is any actual pressure the Council can bring to bear on traders who choose to park on street, other than to ask them to park with consideration for local residents and other road users. Obviously if vehicles are parked illegally then they will be dealt with by Police on-street enforcement officers.

## **Issue 5: Commercial bin emptier making a lot of noise too early on forehill**

**Response/action:** The commercial arm of Veolia is not a Council contract or under any Council control, however, the Environmental services team have contacted them to inform them about resident's complaints about this noise issue.

## **Cambridgeshire County Council**

### **Issue 1: Lark bank has an excessive camber and is causing vehicles to tip**

**Response/action:** Works to rectify the camber on Lark Bank will be carried out during the summer of 2014.

### **Issue 2: Parking useful but creates obstruction with 2 way traffic. Solution from residents is 1 way system in direction away from city centre.**

**Response/action:** Such a scheme could be considered by the Local Highway Authority, but the necessary funding would need to be provided by a third party (not the County Council).

A Local Highway Improvement (LHI) scheme bid could be submitted by a community group or the City of Ely Council. If a bid were submitted and was successful, the applicant would need to meet 10% of the scheme costs.

The next round of LHI bidding will take place in the autumn of this year, for schemes to be delivered in the 2015/16 financial year.

**We would like to thank all those residents who have attended the Ely Neighbourhood Panel for their support and for bringing issues to the meetings over the last 7 years.**

**If you would like to raise an issue of concern, please visit [www.shapeyourplace.org](http://www.shapeyourplace.org) and have your say!**

