

West Area Neighbourhood Panel



Coveney • Downham villages • Haddenham • Little Thetford • Mepal • Stretham
Sutton • Wentworth • Wilburton • Witcham and Witchford

This is the last ever West Area 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 West panel held on 20th 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 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

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
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Using 'ShapeYourPlace': www.shapeyourplace.org
By e-mail: Directly to the relevant officer or department or by e-mailing:
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 Council's website up to date (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.

By e-mail: info@cambridgeshire.gov.uk.
 Via the County Council website:
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.

Using 'ShapeYourPlace': 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)

Ways to contact Cambridgeshire Constabulary

In an emergency: Tel: 999

Non urgent calls: Tel: 101

Via the Cambridgeshire Constabulary website:
www.cambs.police.uk



Using 'ShapeYourPlace': 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)

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 



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Ways to contact Cambs Fire and Rescue

In an emergency Tel: 999

Via the Cambs Fire and Rescue Website: 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



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)
- 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

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:

Coveney Parish Council

Tel: 01353 666385

Email: clerkcoveney@hotmail.com

Haddenham Parish Council

Web: www.haddenham.org.uk

Tel: 01353 749919

Email: clerk@haddenhamparishcouncil.org.uk

Little Downham Parish Council
Web: www.littledownham.net
Tel: 01353 649499
Email: ltdownhampc@btinternet.com

Little Thetford Parish Council
Web: www.littlethetford.org
Tel: 01353 666385
Email: ltcouncil.clerk@btinternet.com

Mepal Parish Council
Web: www.mepalparish.org.uk
Tel: 07899 797577
Email: mepalparishcouncil@msn.com

Stretham Parish Council
Web: www.strethampc.org.uk
Tel: 01353 648398
Email: stretham.clerk@gmail.com

Sutton Parish Council
Web: www.sutton-pc.co.uk
Tel: 01353 777189
Email: mail@suttonpc.org.uk

Wentworth Parish Council
Web: www.wentworthonline.org.uk
Tel: 01353 778968
Email: parishclerk@wentworthonline.org.uk

Wilburton Parish Council
Web: www.wilburtonparishcouncil.org
Tel: 01353 615350
Email: clerk.wilburton@gmail.com

Witcham Parish Council
Web: www.witcham.org.uk
Tel: 01353 778147
Email: witchamparishc@btinternet.com

Witchford Parish Council
Web: www.witchford.org.uk
Tel: 01353 664427
Email: witchfordparishcouncil@eastcambs.gov.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 poll¹ 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

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

²http://www.americabikes.org/nyc_study_finds_protected_bicycle_lanes_boost_local_business

³<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%². 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 Strategy³ please visit their website <http://elycycle.org.uk>

Issues addressed since the last Panel Meeting

There was one policing priorities raised at the panel as follows:-

- Continue liaison between police and parishes – following end the panel. Regular reporting, ongoing rapport

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 in Mid April 2014.

East Cambs District Council

Issue 1: Flytipping: Hive Road (Witcham – Wardy Hill), West Fen Road (Coveney – Ely), Coveney – Wentworth Toll

Response/action: Flytipping to be reported to ECDC via customer services. Once investigated will be past to Veolia to remove.

Issue 2: Straw on pavements in Haddenham

Response/action: ECDC- Specific locations needed Street/Road names etc and it will be passed contractor to cleanse.

Issue 3: What measures in place to prevent straw falling off lorries? – hazardous to drivers

Response/action: Issue reported to the Vehicle and Operator Services Agency (VOSA). VOSA to advise of measures in place.

Cambridgeshire County Council

Issue 1: Footpaths not being cut – Little Downham Parish Councillor believes that there is a statutory duty placed upon the County Council to cut Rights of Way twice a year and he alleged that this is not happening.

Response/action: The Rights of Way Team had new contractors last year; not surprisingly, it did take them some time to get around and get the paths cut. So far as the Rights of Way Team is aware, all of those paths that were contracted to be cut, were cut.

Parish Councils did receive at least a couple of e-mails prior to the start of the cutting last April to seek their assistance in identifying, as soon as possible, any paths that had been missed. If this did not happen at the time, there is little that the County Council can do to chase up contractors after the event.

The grass is currently cut only twice a year, which is not really sufficient.

There will be a new cutting regime for 2014 onwards, so early engagement from Parish Councils is very much welcomed to keep things/get things in good order.

If Little Downham Parish Council could let the Rights of Way Team know which paths need cutting, the team will endeavour to make sure they are included on contractors' lists.

Issue 2: Black Bank – state of the road. Allegation from Little Downham Parish Councillor that £180,000 had been allocated (as part of the Transport Delivery Plan?) for repairs to Black Bank but the money is not being spent there (he suggested that Pam Joyce would know all about this matter).

Response/action: The local Highways Maintenance Team is completely unaware of £180,000 being allocated for Black Bank through the TDP.

Furthermore, If money is allocated to a particular scheme, officers are unable to move it around to different schemes; to suggest that money had been allocated to one scheme but is being spent somewhere else is not true.

Issue 3: Grunty Fen, Isleham – Prickwillow, B1411, state of the roads across the panel area – pot holes

Response: Inspections by the Local Highway Officer for the area are always on- going and any defects identified that require remedial works will be dealt with.

Members of the public and local councils are able to report pot holes and other defects using the County Council's highways fault reporting processes. This can be done on-line or by telephone.

The County Council seeks to encourage people wherever possible to report on-line rather than by telephone, as it allows the County Council to offer a more efficient service.

Following consultation with the public on the way they prefer to report pot holes and other highway problems, the on-line Highways Fault Reporting System has been upgraded within recent months to provide:

- easier data entry for the public
- improved tracking, so people reporting on-line can follow the progress of a repair

- the ability to enter a second fault without the need to re-enter personal/contact details
- better system capacity to ensure fault reports do not fail
- better on-line access to advice and information from the County Council's Contact Centre.

The improvements to the Highway Fault Reporting System are designed to make it easier for the public

to report a concern or a fault, which will then be dealt with as quickly as possible by the repair teams throughout Cambridgeshire.

To report a highways fault, go to: www.cambridgeshire.gov.uk/transport/roads/reportingafault.htm
or telephone the Contract Centre on 0345 045 5212.

We would like to thank all those residents who have attended the West Area 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 and have your say!

