

Draft Action Plan for CB4 Issues

A. You told us that you wanted improvements in your Streetscene

You said	We are	We are going to
<p>A.1. Students who visit the Tesco store at 82-84 Campkin Road leave lots of litter around.</p>	<p>The City Council has been working with Cambridge Regional College and with the local businesses to try and address this problem. Tesco and Ocean Dragon have undertaken to carry out additional liter collection at peak times. Property landlords nearby have also been asked to remove litter from front gardens. Litter enforcement patrols, in conjunction with PCSO and CRC security staff, will also be carried out during term time.</p>	<p>City Council officers will be attending CRC fresher fair in September to raise awareness of the problem and it effect on local people. Possible enforcement will also be raised. The area will be monitored to ensure additional collections are taking place. The area will be part of a Keep Britain Tidy survey, and will included in a national pick up your Gum campaign, with a road show during Sept and early October.</p>
<p>A.2. People should be more responsible for their dogs, keeping them on leads and preventing them from fouling.</p>	<p>The dog warden continues to patrol and issue poop scoop bags to dog owners. Recently the warden's working hours have been changed so that she can be on site at peak times. Road Shows, in conjunction with Wood Green animal shelter, have been organised to help promote responsible dog ownership. The next one will be at Kingsway Flats in October.</p>	<p>The Council is currently considering whether to carry out a consultation about the use of Dog Control Orders in the area. These allow areas to be defined where dogs must be kept on leads, and are not allowed to go, e.g. children's play areas.</p>

You said	We are	We are going to
A.3. More bins should be provided for responsible dog owners to put dog faeces in, especially around Nun's Way Recreation Ground.	Additional bins can be installed where there is a need and money available. The Council will look at what can be done around Nuns Way.	To carry out a review of all bins in all open spaces during the next 12 months.
A.4. Communal bins for flats look untidy and people often dump larger household items near them for disposal.	The Residents' Housing Panel, a group of volunteers who test the quality of housing services in Cambridge, has taken an interest in the cleaning of communal areas and asked for a number of areas to be improved. The Council has listened and will be taking action.	Look at the lessons learnt from the existing sites and try to prevent these issues reoccurring at any new sites that will be installed.
A.5. Recycling points look untidy and people often dump larger household items near them for disposal.	A new working group (two meetings so far) has also been set up in the Council (Housing, Street Scene and Waste management Teams) has been set up to make sure these improvements happen. This includes reducing the misuse of the recycling points, improving how dumped rubbish on the street is dealt with, emptying of bins, changes to bins and improved information for residents.	
A.6. Can we have more Rangers and see more of the ones we have?	There are currently have 7 rangers who each have a geographical area of the city and now work closely with Streets and Open Spaces staff to make best use their time.	Cambridge Council will shortly be appointing an extra ranger who will work at week ends.
A.7. The appearance of Arbury Court shopping area should be improved		
A.8. Paving slabs are uneven, especially around	The County Council inspects and repair defects that meet its intervention level. For further information on this please use the following the link :	Both areas will be put in for Capital funding bids 2012/13 to relay etc.

You said	We are	We are going to
Mitchams's Corner and along Campkin Road	http://www.cambridgeshire.gov.uk/transport/roads/inspections/paths.htm	The County Council will inspect and repair any defect that meets its intervention level.
A.9. We should try harder to remove unnecessary street furniture that obstructs street pavements and impedes people with disabilities	This is happening when noted on routine inspections by County Council staff or when information is received from the public.	If unnecessary street furniture is reported Traffic Engineers will carry out an assessment about its value and then a decision taken about removal.
A.10. Parking on grass verges should be reduced, especially around Gurney Way, Cadwin Field and Highworth Avenue.	Under current powers, this is proving difficult to enforce or stop. Any areas that are a danger to highway users are addressed and areas repaired/reinstated.	Cambridge Council has and is implementing Bye Laws on certain areas within the City, which is having a positive effect. This is a long process and is not able to cover all highway verges.
A.11. Litter collection should be improved in north area, especially around: Arbury Road, Alex Wood Road, Bayford Place, Campkin Road, Chesterton Road, Carlton Road Darwin	The City Council encourages residents not to drop their litter and has taken enforcement action when there is sufficient evidence to issue Formal Prevention Notices. Additional staff was employed recently to improve street litter collections. The Residents' Housing Panel are keeping an eye on litter within estates and Community Action Days, to help tidy up areas, are being supported by Cambridge Council and resident groups. Local	Cambridge Council will review the zoning of priority areas, and is currently reviewing its operation schedules to help address local problems.

You said	We are	We are going to
<p>Drive, Edgecombe, George Street, Green End Road, Hanson Court, Hawkins Road, Hawthorn Way, Histon Road, Kings Hedges Road, Lavender Road, Lawrence Way, Livermore Close, Metcalf Road, Milton Road, Montgomery Road, Northfield Avenue, Tavistock Court and Wagstaff Close.</p>	<p>people are being encouraged to organise these in their own area.</p>	
<p>A.12. There should be more on-street car parking spaces available, especially at:</p> <p>Brimely Road, Campkin Road, Church Street, Darwin Drive, Garden Walk, Fortescue Road, Jermyn Close, Kendal Way, Kincross Road, Kings Hedges Road, Pippin Drive and Searl Street.</p>	<p>Managing parking on the existing road layout in the area maintains a balance between safety, accessibility and local parking demand.</p> <p>Parking in the area is only prohibited where necessary to ensure safety and maintain access at junctions and other highway features such as traffic calming measures, crossings and cycle lanes.</p> <p>Enforcement of the existing restrictions in the area is undertaken by the County Council's Parking Services Team</p> <p>At present, it is not a priority for highway spending to create formal parking areas and/or lay-bys.</p>	
<p>A.13. The speed of vehicles should be reduced in the</p>	<p>Enforcement of speed limits is a primarily a police matter. Local people have an opportunity to raise speeding at the Neighbourhood</p>	

You said	We are	We are going to
<p>area, especially in:</p> <p>Arbury Road, Brimely Road, Chesterton High Street, Darwin Drive, Elison Close, Fallowfield, Fortescue Road, Gilbert Road, Hawkins Road, Jolley Way, Lovell Road and Sunset Square.</p>	<p>Policing Forum, held in Area Committees. If there is enough evidence the local policing team will take action to deal with the problem.</p> <p>Safety records are monitored by the County Highways Department and any speed related safety issues can be considered for specific measures to reduce speed.</p>	

B. You told us that you wanted more things for young people to do

You said	We are	We are going to
<p>B.1. There should be more activities in the evenings, indoors, especially for older children</p>	<p>The County Council is currently running two evening clubs in the area at the Meadows and Orchard Park.</p>	<p>County Youth Services are moving towards more targeted work, away from running universal provision such as youth clubs. However, these two pieces of provision will be kept, as they are in high need areas.</p> <p>In addition, there is an opportunity for organisations to apply to a 'transformation' fund, created by the County Council. This fund is intended to help organisations set up or change, with the aim of creating universal provision across the county that can stand on its own feet without County</p>

		Council help beyond 2013.
B.2. There should be more organised recreational activities in open spaces and promotion of active living opportunities	<p>Forever Active runs exercise and sport sessions in the area for the over-50s.</p> <p>Health Walks, catering for all abilities, led by qualified walk leaders, take place in the area. Volunteers are being sought – so people can get involved.</p> <p>The County Council signpost and encourage children and young people towards current provision.</p>	The Transformation fund could help in the provision of new activities.
B3. There should be more support for existing clubs for children and they should be encouraged to apply for grants from the Council.	See B1.	<p>Once again, the ‘Transformation’ fund is relevant here.</p> <p>North Area Committee offers Recreation Grants to encourage the provision of activities by community and voluntary sector groups.</p>

C. You told us that you wanted to feel safer in north area

You said	We are	We are going to
C.1. There should a more visible police presence in north area, especially around Kings Hedges Road, Arbury Road and Campkin Road.		
C.2. There should be more targeted work in tackling drug dealing and crime in north area, especially in Akeman Street, Ashcroft Court, Ferrars Way, Kings Hedges Road, Molewood Close, Roseford Road and Woodcock Close.		
C.3. More work in reducing anti-social behaviors in north area		
C.4. Look at present approaches to disruptive families in the area with a view to reducing their anti-social behaviour and other effects on the community	The County Council has been running a targeted programme (Pepsy) working with teenagers who are on the fringes of the criminal justice system, to reduce their criminal behaviour.	The County Council has been successful in obtaining repeat funding so a further Pepsy programme can be run. In addition, a YOS Prevention worker has been recruited, who will be able to work

		with children and young people (8 – 17 yrs) who are at risk of offending.
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D. You told us that you wanted people to get along better in the area

You said	We are	We are going to
D.1 Promote the existing opportunities for people to get together as a community and look at supporting new activities		
D.2 Let's say good things about the area		

E. You told us that you wanted to get around easier

You said	We are	We are going to
<p>E.1. The bus services should be more reliable and run to their timetable.</p>	<p>Monitoring bus service reliability is part of a national performance indicator. Work is carried out between partners such as Cambridge City Council, South Cambridgeshire District Council and bus operators to look at the causes of bus journey delays and propose some solutions.</p>	<p>Continue with the current work.</p>
<p>E.2. Bus fares should be cheaper to encourage people to use buses.</p>	<p>Part of the national concessionary fare scheme which provides free travel for eligible groups between 09:30 and the last bus at night on Mondays to Fridays and all times at weekends and on Bank Holidays. In addition the County Council fund a 50% reduction in fares on Dial-a-ride schemes for concessionary pass holders and free travel at anytime for blind and partially sighted pass holders.</p>	<p>Continue with the current scheme.</p>

E. You told us that you wanted to get around easier (continued)

E.3. Cycling on busy roads should be safer and we need to look at better cycle lanes along Arbury and Histon Roads.		
E.4. There should be less congestion in the area		

F. You told us that you wanted better shops

You said	We are	We are going to
F.1. Improve incentives for people to come forward to run shops in the area, perhaps as social enterprises, to avoid empty shops.		
F.2. A good coffee shop.		
F.3. A local bank or free ATM machine.		
F.4. Bigger retail outlets in area.		

G. You said you wanted improvements made to the green open spaces in the area

You said	We are	We are going to
G.1. Local playgrounds should be cleaner and better maintained.	Play grounds are visited inspected and cleaned on a daily basis.	The City Council will be reviewing its operation for this service at the same time as street cleansing.
G.2. Local playgrounds should have better equipment		
G.3. There should be more fitness equipment in open spaces.		
G.4. More attention should be given to trees and bushes overhanging pathways	<p>Cambridge Council does respond to overgrown vegetation where it falls within its responsibility. Vegetation encroaching on to highways is the responsibility of the County Council.</p> <p>Green Inspectors, volunteers from the local community, have started to check on the standards of Cambridge Council's work on the green areas around their homes. They then tell the Council what should be prioritised. Local people can volunteer to become an estate champion.</p>	Continue to refer cases that we cannot deal with to the appropriate landowner.
G.5 Older people should receive more help to maintain their gardens.	Limited help is available to people on the Green Fingers Scheme, however this scheme is currently at capacity.	Continue to refer to other organisations when a request for help is received.

H. You said you wanted the libraries in the area to remain open

You said	We are	We are going to
<p>H.1. The local libraries at Arbury Court and Histon Road should remain open.</p>	<p>A major public consultation on the future of the library service was recently been carried out. People said that they highly valued the service.</p> <p>As a result of the consultation and the new political leadership for Cambridgeshire County Council we are reviewing our approach to the service, with an emerging vision that proposes the following:</p> <ul style="list-style-type: none"> • No community will lose access to library services, but changes may be made in the way they are currently delivered • Ideas such as shared services across Councils, use of volunteers, staff restructuring and self-service will continue to go forward. • We will be looking at whether other council services and even local business or community facilities such as post offices could share buildings, making them real community hubs. • We will work with communities to design the services they need to ensure that they can access them when they want them. • We are also looking at new dynamic ways of delivering services such as more services online and e-books. 	<p>A paper is going to the County Council's Cabinet in September which proposes the key points of the emerging vision, crucially that no community will lose access to library services but changes might be made in the way they are currently delivered. Some communities may even get better access than they currently have.</p> <p>If Cabinet agrees with the emerging vision and gives it the go-ahead, it is anticipated that implementation of this model for the library service will take place from October 2011.</p> <p>This new vision for the library service is one that is designed for the community, with the community to meet the needs of the community. It is anticipated that discussions will take place with communities over the months ahead.</p>

I. You said you wanted more local jobs with decent pay

You said	We are	We are going to
I.1. There should be more local jobs with decent pay.		

J. You said you wanted better local housing

You said	We are	We are going to
<p>J.1. More housing with affordable rents</p>	<p>Working to ensure that, wherever possible, 40% of housing on new developments within and on the fringes of the City are provided as Affordable Housing, most of which should be for rent.</p> <p>Starting to build new Council Housing again, now that new government rules permit us to do so: 7 new homes were completed in 2010-11.</p> <p>Working with housing providers and the Homes and Communities Agency to ensure that the rents on new Affordable homes are as low as possible within the new rules for securing government grant.</p>	<ul style="list-style-type: none"> - Build a further 146 new Council homes during 2011-15, with government grant. - Support Housing Associations and developers to complete around 1100 new affordable homes over the next four years, of which around 770 (70%) will be for rent. - Publish a Local Tenancy Strategy to advise Housing Associations of the sorts of things to take into account in deciding what sort of rents to charge and tenancies to issue for new and existing Affordable Housing.
<p>J.2 Improve the quality of social housing</p>	<p>Requiring developers to build new housing to minimum standards within our Charter for Affordable Housing and Affordable Housing Framework.</p> <p>Ensuring that, wherever possible, new affordable housing is built to at least Level 4 of the Code for Sustainable Homes.</p>	<ul style="list-style-type: none"> - Ensure that the new Council homes being built are designed in a way that requires minimal maintenance, by using modern building materials and clear performance specifications for building products. - Continue to maintain the Council's existing homes to the national Decent Homes Standard. - Continue to look for alternative maintenance materials and fixtures and fittings which are of good quality and provide value for money.

J. You said you wanted better local housing (continued)

J.3 Less high density housing		
J.3 Bigger gardens		
J.4 More affordable house prices	Promoting growth on the fringes of the City to increase the number of homes available in and around the City.	This is not something the Council can directly control, but we will continue to monitor house prices and to promote alternative forms of tenure which are more affordable to local people.

K. You said you wanted more accessible doctor's surgeries

You said	We are	We are going to
K.1. Make it easier to see a doctor (Arbury Surgery) and get access to a stop smoking group		