

# Manton's Cleaner, Greener, Safer Neighbourhood Agreement

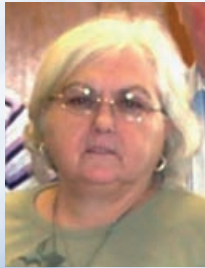
Your guide to the services in your area



# Introduction

## Sue Cutts

### Manton Community Alliance Board Chair



As the chair of the Manton Community Alliance Board I am proud to have been a part of the development of this Neighbourhood Agreement. The Board have been developing the idea of a Neighbourhood Agreement over the past three years and during that time they have been developing strong and trusting relationships with local organisations on behalf of the Manton community, the Manton Community Alliance Board is made up of residents and representatives of organisations that deliver services in the Manton area.

Manton Community Alliance is setting up a Community Review Panel to monitor this agreement. This Panel will work closely with MCA Board to make sure that the promises made in this agreement are kept.

Over the last three years Manton Community Alliance encouraged residents and organisation to work together. Although there is much more to do there is evidence that proves that Manton Community Alliance's approach is beginning to work. Together we really can make Manton's future brighter for everyone.

## Richard Edwards Neighbourhood Manager



This Neighbourhood agreement is a first for Manton because it's based on the priorities of the residents and the determination of organisations to meet these local priorities. The partners of Manton Community Alliance believe that it will lead to better and more relevant services.

Manton Community Alliance does not run services itself. But it talks to those organisations that do so that your views and ideas are heard and services are better suited to Manton.

The partners' of Manton Community Alliance want to make sure that this agreement is kept to. So we will be talking to all residents and organisations throughout the year helping them to see this agreement as something that will make Manton a better place to live.



*Members of the Manton Community Alliance Board*

# How this Agreement has been developed

**This Neighbourhood Agreement has been developed by Manton residents and partner organisations of Manton Community Alliance.**

## What you told us about Manton

When we asked you to choose your priorities for Manton in the “Voice your Choice” Scheme you told us that the priorities around the policing and the environment for the area were:

- ✓ **Play Areas**
- ✓ **Motorbikes**
- ✓ **ASB**
- ✓ **Drug Dealing**
- ✓ **Criminal Damage**
- ✓ **Fly tipping**
- ✓ **Drugs Misuse**

Based on these priorities and the data held by local organisations, we have supported the development of a Agreement between you the residents of Manton and the organisations that deliver services in the area.

## What this agreement covers

- ✓ **Keeping the streets clean**
- ✓ **Litter picking**
- ✓ **Emptying of litter bins**
- ✓ **Graffiti removal**
- ✓ **The removal of fly tipping**
- ✓ **Safety checks in children’s play areas**
- ✓ **Grass cutting of land owned by Bassetlaw District Council**
- ✓ **The removal of abandoned vehicles**
- ✓ **Wheelie Bin Collection**
- ✓ **Recycling Bin collection**
- ✓ **Police Response times**
- ✓ **How to contact your Safer Neighbourhoods team**
- ✓ **Crime prevention advice**
- ✓ **What to do when things go wrong**

# What's in it for us?

## Residents

- ✔ A way to make sure that you are getting the services that you should from local organisations
- ✔ Accountability if organisations don't deliver what they promise
- ✔ A better understanding of what to expect from the services that are available locally

## Organisations

- ✔ More links with the community to make sure that the services that are being delivered are right for the area
- ✔ Feedback from the community about how they are performing
- ✔ A way to promote what services are already available locally



*Working together for Manton*

# Frequently Asked Questions

## What is a Neighbourhood Agreement?

An agreement between the people that live in an area and the organisations that deliver services in the area

## Why have a Neighbourhood Agreement?

- This agreement tells you what services you can expect from Bassetlaw District Council around the environment
- The services that you can expect from Nottinghamshire Police
- How to access the services
- How you can help with the delivery of the service
- What to do if things go wrong

## What does it mean to me?

This agreement shows what you can expect from services in the area, it also shows what you can do to help make Manton a nice place to live

## What happens if these services aren't delivered?

If the promises that are made within this agreement are not kept the Community Review Panel supported by Manton Community Alliance will work closely with the organisation to see how the services can be delivered in a more effective way.

## Will this make a difference?

This is the first agreement for Manton and Manton Community Alliance are already working on a 2010 Agreement that will include more services.

The only way that this can work is if you use it and let us know if the promises that have been made are not being kept.

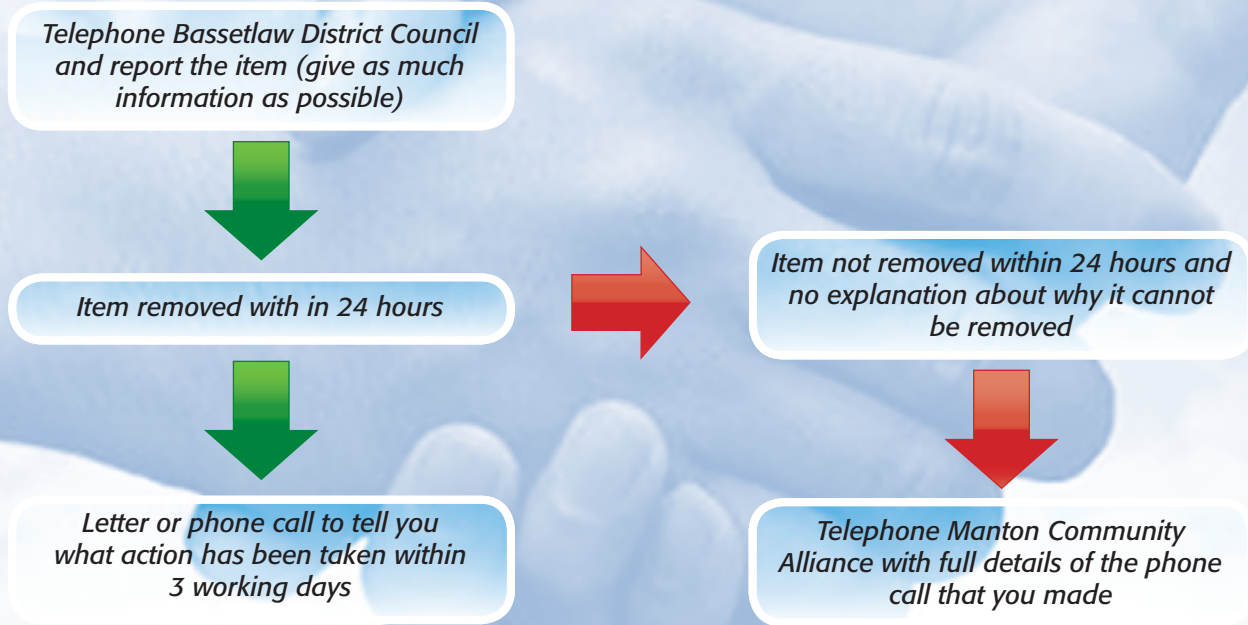
If you would like to know about becoming a Community Monitor for the agreement please contact Manton Community Alliance on 01909 535193

## How to use this Agreement

— If you see something that needs to be dealt with by either the Police or the Council, you should ring them first using the contact details that are in this agreement and give them the details about what needs doing.

If the issue is not dealt with in the way that is set out in the agreement you should contact Manton Community Alliance on **01909 535193** with as much information as possible.

For example: If you see a dangerous item on the play area



The community review panel will use this information to work with the organisation to work on why the agreement is not being kept. We need your help to make sure that this agreement is kept, if it isn't let us know on **01909 535193**

# Cleaner, safer, greener

## Wheelie bins and street cleaning

### Bassetlaw District Council will:

- Employ one Full time street cleaner for Manton and work in partnership with other services in the area to keep the streets litter free.
- Provide and look after litter bins on the estate
- Empty local litter bins weekly or more frequently when necessary.
- Empty green wheelie bins once a fortnight on a set day
- Empty blue wheelie bins once a fortnight on a set day
- Support the elderly and disabled residents that meet the District councils criteria with their wheelie bin collection
- Issue fixed notices to people not cleaning up after their dogs
- Respond to calls and enquiries within three working days either by phone, letter or visit.

### We the residents of Manton will:

- Use the litter bins provided and not drop litter on the streets.
- Report litter bins that have not been emptied or are damaged on 01909 534501
- Put our wheelie bins out for collection in the right place at the right time for collection
- Only put the correct recyclable items in the blue bin
- Look after our wheelie bins and keep them clean and safe.
- Let the council know that we need assistance with our bins if we are disabled or elderly in plenty of time on 01909 534501
- Bring in our bins as soon as possible after they have been emptied on the day of collection
- Clean up immediately after our dogs
- Report those who do not clear up after their dogs



**Did you know?**

**That in a full year 2,750 tonnes of household waste is collected in Manton 21% of which (578 tonnes) is recycled**

# Cleaner, safer, greener

## Fly tipping and graffiti



### Bassetlaw District Council will:

- Remove fly tipping from council owned land within 2 working days of it being reported.
- Take action in line with current enforcement policies where large amounts of waste are dumped on private land to ensure that it is removed.
- Investigate incidents of fly tipping and take enforcement against offenders.
- Take enforcement action against any businesses or residents that fail to use a licensed waste carrier to remove their rubbish.
- Take action against individuals /businesses who fly tip or do not get rid of their rubbish in a responsible way
- On buildings owned by the council will remove graffiti within 28 days of it being reported. Racist or offensive graffiti on council owned buildings will be removed within 24 hours of it being reported
- Check abandoned vehicles within 24 hours of it being reported and will remove them within 24 hours of it being legal to do so.
- Respond to all calls and enquiries within three working days either by phone , letter or visit.

### We the residents of Manton will:

- Not dump rubbish
- Dispose of our rubbish responsibly and not dump rubbish in our gardens or on pieces of land near our homes
- Report incidents of fly tipping in their local area on 01909 534501
- Report any individuals that you see fly tipping on 01909 534501 (this can be done anonymously)
- Take large items of rubbish to the tip, or use the Bassetlaw District Council bulky items disposal scheme.
- Check that anyone that they employ to remove their rubbish has a valid waste carrier licence
- Report any graffiti that we see on the estate on 01909 534501
- Report abandoned vehicles on 01909 534501



**Did you know?**

**That 5% of all the households in Bassetlaw are in Manton and 7.5% of the District Councils street cleaning team work in Manton**

# Cleaner, safer, greener

## Play areas and public grassed spaces



### Bassetlaw District Council will:

- Check the local play areas weekly to clear litter and glass and carry out weekly equipment safety checks. Reports of harmful items such as needles or broken glass will be acted on within 24 hours.
- Cut public grassed areas (including road side areas, play areas and public green spaces) before the grass grows above 100mm which should on average be every 2 weeks during the growing season.
- Carry out a litter pick on a grassed area before cutting the grass.
- Check public shrub beds at least 5 times throughout the year and carry out any necessary maintenance. Any fly tipping in shrub beds will be acted on within 2 working days and excessive litter will be removed by the street cleaner when necessary.
- Attend local multi agency groups to work with residents to meet local priorities and develop solutions.
- Frontline staff will attend 6 monthly update meetings to update on progress of the agreement.
- Respond to all calls and enquiries within three working days either by phone, letter or visit.

### We the residents of Manton will:

- Not drop litter in public spaces.
- Report any damage to equipment and anyone that they see damaging the equipment on 01909 533488
- Respect and look after the play park equipment.
- Report broken glass and litter on public spaces on 01909 533488
- Clean up immediately after our dogs.
- Work together to meet local priorities and develop solutions.



**Did you know?**

**The cost to each household in Manton for the bin collection service in 2007/2008 was £39.56, that's only 76p per week BARGAIN!**



# Community Safety

## Manton's Safer Neighbourhood group

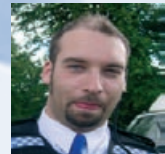


### Nottinghamshire Police Authority will:

- Employ 2 full time PCSO's and 1 Police constable as part of Manton's Safer Neighbourhood team.
- Regularly patrol leisure facilities and open spaces in Manton through the Safer Neighbourhood team.
- Respond to calls made to Manton's Safer Neighbourhood team within 72 hours
- Actively participate in monthly Safer Neighbourhood meetings where residents will influence policing priorities locally.
- Attend and support monthly multi agency surgeries in Manton
- Act upon the priorities that are set by the Safer Neighbourhoods group.
- Take part in the Voice Your Choice process to invest money and resources in a way that meets the needs of the community.
- Involve local residents when monitoring impact of services by providing monthly crime figures for the Manton area.
- Keep residents informed of what they are doing to make Manton safer through the Manton Safer Neighbourhoods page of the Manton newsletter.

### We the residents of Manton will:

- Actively participate in monthly Safer Neighbourhood group meetings in Manton and be a part of influencing policing priorities locally.
- Help to set local priorities by taking part in the Voice Your Choice vote.
- Bring any concerns about incidents of crime in Manton to the monthly Multi agency surgery for action.
- Get to know our Safer Neighbourhood team
- Look out for our Neighbours and treat them in a way that we would like to be treated.
- Let the Manton Safer Neighbourhood group know if we think something that is happening in our community is making it unsafe.



PCSO Dean Aloy  
07720996939  
Before 10pm



PCSO Graham Walker  
07720996937  
Before 10pm

## Did you know?

**That each household in Manton pays less than £2.80 per week towards the Police Authority through their council tax.**



# Community Safety

## Reporting crime

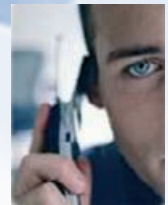


### Nottinghamshire Police Authority will:

- Aim to get to emergency calls within 15 minutes
- Aim to answer 999 calls within 10 seconds and non-emergency calls within 60 seconds
- Aim to get to other incidents that require prompt police attendance but don't justify an immediate response within 1 hour.
- Aim to respond within 4 hours where an incident has occurred and there is no danger to life or property.
- Provide you with the necessary contact details for the person that is dealing with your enquiry
- Give you a reference number when you contact us where possible
- Take your concerns seriously and explain to you how we intend to deal with them
- If you contact us about our services and request a response we will respond to you within 10 working days
- If you are a victim of crime will keep you fully informed on the progress of the investigation, providing full explanations about any action taken.

### We the residents of Manton will:

- Only call 999 in genuine emergencies, for all other incidents call 01909 500999 or the Manton PCSO's (please see their contact details on page 9)
- Report any information that might help in the prevention or detection of crimes on 01909 500999, or contact Crimestoppers anonymously on 0800 555 111
- Reduce the chances of becoming a victim of crime by following the crime prevention advice. (See page 11)
- Attend local multi-agency crime and community safety meetings to work with local organisations to help identify priorities and take joint action to resolve them.



## Did you know?

**52% of emergency calls received via 999 last year were considered to be false – hoax calls.**

## Keeping your home safe and secure

Most burglaries are carried out by opportunist thieves. In around 20% of all burglaries, they don't even have to use force. They enter through an open door or window.

Be safe and secure and reduce the risk of your home being burgled by taking these simple (and often inexpensive) precautions:

- Fit strong locks to external doors and windows, and make sure they are locked.
- Remove the keys and keep them out of sight and in a safe place.
- Fit five-lever mortise deadlocks (British Standard BS3621) to all external doors.
- If you are replacing or fitting new doors and windows, get ones that are certified to British Standard BS7950 (windows) and PAS 24-1 (doors).
- Make sure the doors and frames are strong and in good condition. The doors should be at least 44mm thick.
- Consider using laminated glass (for windows) as this is much harder to break.
- Consider fitting a letterbox cage or other restrictor to prevent thieves from reaching through to open the door.
- Fit a door chain or bar and door viewer (spy-hole). Use them every time someone calls. Don't leave door chain or bar on all the time in case you need to get out in an emergency.
- Never leave a spare key in a convenient hiding place such as under the doormat, in a flowerpot or behind a loose brick - thieves know to look there first.
- You can contact your local PCSO for more advice about keeping your belongings safe and secure.

**Remember!** you can discuss any concerns that you have about the safety of your community at your local Crime and Community Safety group .

Look out for the times and venues in the Manton Newsletter

**Don't forget** to "Voice your Choice" and vote for how you think that money should be spent in 2009!



**Did you know?**

**That you can make a difference in your area and influence what decisions are made about spending locally by taking part in Voice your choice**