

Huntingdon North Community Pride Charter

What is a neighbourhood charter?

It is an informal contract agreed by residents and the providers of services in the area. The service providers detail what they intend to do and how, where and when they will do it. The residents on their part will have specific roles and responsibilities so they can work with the service providers to ensure the best possible outcomes for both sides.



Who is this charter for?

It is to let you know as a resident of Huntingdon North Ward, the level of service you can expect to be provided in Huntingdon North, what is expected of you, as a resident and to tell you how these services will be monitored. In order for this charter to be successful, both the community and the service providers need to be aware of their responsibilities, to work together and to play their part.

What does this charter cover?

- Litter and fly-tipping
- Dog mess
- Alcohol
- Substance misuse
- General nuisance

Who is involved in this charter?

- You, the residents of Huntingdon North Ward
- Neighbourhood Management Team and Board (**Neighbourhood Management**)
- Huntingdonshire District Council (**HDC**)
- Cambridgeshire County Council (**CCC**)
- Luminus Group (**Luminus**)
- Cambridgeshire Constabulary (**Police**)

Litter, fly-tipping and dog fouling:

Providers will:

- Regarding litter-picking and sweeping - ensure the area is maintained to the standards expected in the Code of Practice on Litter and Refuse (**HDC**)
- Ensure worst areas are identified and appropriate frequency of cleansing is scheduled and maintained (**HDC**)
- Empty public litter bins at a frequency which ensures they do not overflow on regular basis (**HDC**)
- Collect refuse fortnightly (**HDC**)
- Aim to remove fly-tipping within 3 days of it being reported (**HDC**)
- Take action against any tenants who fly-tip, as it is against their tenancy agreement (**Luminus**)

Residents will:

- Keep your area clean and tidy
- Not drop litter or leave rubbish around the neighbourhood
- Challenge others who drop litter or leave rubbish around
- Ring the appropriate number if you see someone littering or fly-tipping
- Ring if you feel there is a need for an extra litter pick
- Only place household rubbish in the wheelie bin provided
- Place your wheelie bin and recycling boxes at the kerbside on the day of collection and take them back in on the same day
- Make arrangements for the removal of any household rubbish that cannot be placed in your wheelie bin or take it to a recycling centre
- Clean up immediately after their dog
- Dispose of dog waste in an appropriate manner



Alcohol and substance misuse



Providers will:

- Remove drugs litter within one hour of receiving a report, during normal working hours. (**HDC**)
- Endeavour to respond to alleged alcohol or drug related incidents of an anti social nature (**Police**)
- Take action against premises who are selling alcohol to underage people (**CCC**)

Residents will:

- Contact the Council immediately if you come across an abandoned needle
- Report concerns about alcohol and suspected drug cultivation or use to the Council and Police
- Inform Trading Standards if you believe that a premises is selling alcohol to underage people.

Inconsiderate parking and abandoned vehicles:



Providers will:

- Check within 5 days any reports of abandoned cars, Once it is reasonable to assume abandonment will arrange for removal of the vehicle within 24 hours as long as it is legal to do so (**HDC**)
- Ensure that staff and visitors to their establishments park in the designated spots and give them information regarding parking facilities (**All**)

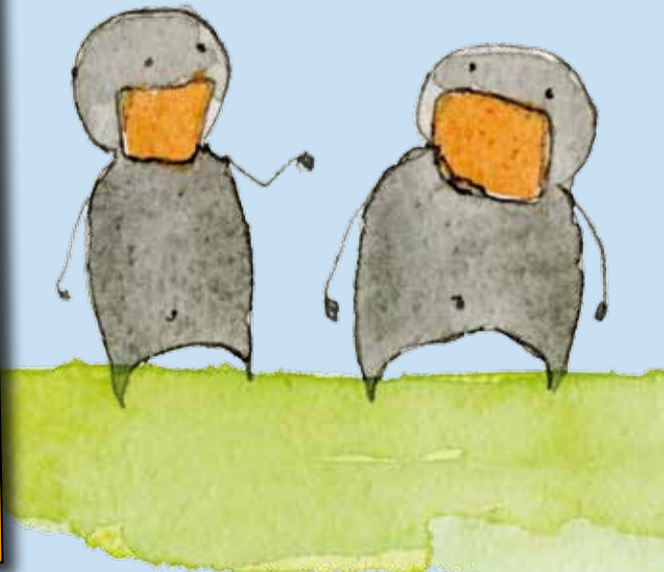
Residents will:

- Ring if you come across an abandoned vehicle
- Ring if you suspect a vehicle is abandoned
- Report untaxed vehicles to the DVLA
- Be considerate of your neighbours when parking your car
- Not park on pavements, block driveways or park on junctions

Crime and anti-social behaviour:

Providers will:

- Respond to all information provided by residents in a timely manner (**All**)
- Provide you with details of your Neighbourhood Policing Team, where they are based, how to contact them and how to work with them (**Police, Neighbourhood Management**)
- Ensure your Neighbourhood Policing Team is visible and on your patch at times when they will be most effective (**Police**)
- Investigate and tackle incidents of crime and anti-social behaviour in a proportionate and effect manner, targeting those individuals who are causing most harm to the community (**All**)



Residents will:

- Take responsibility for yourselves and your children
- Show tolerance to others regardless of age, gender, culture or lifestyle
- Not encourage or allow under age drinking of alcohol
- Respect neighbours and other members of your community
- Report instances of anti-social behaviour and encourage others to do so
- Report criminal behaviour to the Police
- Have pride in your community and encourage others to do the same

Helplines and numbers:

When you ring about a problem, please be clear what the problem is, where it is and what you think should be done about it.



Cambridgeshire County Council:

Telephone: 03450 455200
www.cambridgeshire.gov.uk

Dial Drug Link Tel: 01480 413800

Drinksense Tel: 01480 456956

Huntingdonshire District Council

Tel: 01480 388388
Out of Hours: 01480 434167
www.huntsdc.gov.uk
Email: mail@huntsdc.gov.uk

Luminus Group

Tel 01480 428550
www.luminus.org.uk

Neighbourhood Management Team

Tel: 01480 420626/7

Neighbourhood Policing Team

Tel: 0345 456 4564 ext 5576

