



Derby City Council

(WARD NAME) neighbourhood CHARTER 2013/14

An introduction to your Charter from Cllr. (Name),
Chair of (Name) Neighbourhood Board



(Text introduction from the chair of the local neighbourhood board setting out the vision related to the specific challenges facing the ward. This is to be written by the chair with the advice of the Neighbourhood Manager and Officer for the ward based on council guidelines)

**By working together we can have
Pride in Our Neighbourhoods.**

Cllr. (Name),
Chair of (Name)
Neighbourhood Board.

our promise to you





THE COUNCIL ADMINISTRATION

IT'S PLEDGE

in support of neighbourhoods...

Derby City Council, despite the impact of government cuts, is committed to investing in local communities and improving the quality of life of local people where they live:

A FAIR DEAL FOR DERBY

Standing up for Derby by lobbying the government against cuts to council funding as this is putting at risk council services important to local people.

OPPOSING PRIVATISATION

Opposing the privatisation of essential public services, like for example the Fire Service and the NHS, as this will have an impact on local communities.

CLEAN & SAFE NEIGHBOURHOODS

For the first time on our streets, neighbourhood officers with enforcement powers to deal with local issues like for example, litter, fly-tipping, dog fouling, and noise nuisance.

DEVOLVED FUNDING

Allocating council neighbourhood funding to areas of the city in most need.

PARKING ISSUES

Providing local communities clear guidelines and options for dealing with issues caused by vehicles parking on grass verges and pavements.

A BOARDS

Working with small businesses and pedestrians to reduce the amount of advertisement boards causing an obstruction for people with a disability.

PUBLIC TRANSPORT

Improving public transport with the introduction of a single ticket that can be used on any bus operator in the city, encouraging passengers to become Route Champions for their local bus service, and a Customer Charter between the Council and bus companies to improve standards.

COMMUNITY COHESION & INTEGRATION

Developing a robust strategy to deal with risks and threats to community cohesion and integration in our city.



Cllr. Ranjit Banwait,
Cabinet Member for
Neighbourhoods





LOCAL COUNCILLORS

OUR PLEDGE

to you, the resident...

(List of priorities for the ward which local councillors will take responsibility for in finding solutions and outcomes for local people. To be written following discussion with Board members and approved by ward councillors)





Your local ward councillors



Name:
Address:
Tel: (H) (M) (O)
Email:



Name:
Address:
Tel: (H) (M) (O)
Email:



Name:
Address:
Tel: (H) (M) (O)
Email:

Your Neighbourhood Officer



(Name) is your local neighbourhood officer. (Name) is here to respond to any queries you have and will work with you to ensure that local councillors are meeting the commitments in your neighbourhood charter.

You can contact (Name) by phone or email.

(Name).helpful@derby.gov.uk or 01332 xxxxx or xxxxxx

Useful contact numbers

Streetpride - 0333 2006981

To report potholes, fly tipping, litter, dog fouling, grounds maintenance, graffiti, vandalism and damage to street furniture, abandoned vehicles and broken/ faulty street lights. Email streetpride@derby.gov.uk

Derby City Council - 293111

General enquiries or email customerservices@derby.gov.uk

Out of Hours Environmental Response Team 642020

To report issues out of office hours relating to noise, fly-tipping and other environmental crime

Derby Direct - 255256

To report issues relating to highways, or email customerservices@derby.gov.uk

Police - 101 - For non-emergency calls

Police - 999 - For emergencies only

Crime Stoppers - 0800 555 111

To report information anonymously

**For more information on the contents of this charter,
please visit www.derby.gov.uk/neighbourhoods**