

Chaddesden Community Conversation Meeting

Wednesday 29th November 2023, 6.00pm

St Philip's Church, Taddington Road, Chaddesden

Dear Friends,

Please find enclosed a copy of the agenda.

These meetings have replaced the previous Neighbourhood Board meetings, with the main aim to give residents both a voice and an opportunity, to have a say on the issues that directly affect them and the wider community of Chaddesden.

It is also an opportunity to find out what is happening in the wider Chaddesden community, how you can get involved. We need your input!!

Making Chaddesden Safer - A member of the Chaddesden Safer Neighbourhood Team will provide an update on activities in the area. They will be there to answer any questions you may have or respond to matters of concern, relating to crime and community safety.

You will be able to discuss the Safer Neighbourhood Team's policing priorities for the next 3/4 months.

Locality Working - This is an opportunity for you to meet the team who have been brought together as part of the council's move towards locality working. Using a strengths based approach, the multi-disciplinary team is made up of three services, focused on building community resilience. Working with you, we're better together.

Councillor Updates – Councillors from each of the respective wards will provide updates on ward work and a general update.

Community Voice - At the meeting you can raise any questions or queries. If you would like to ask a question, please use the form included and hand in to the meeting or send it in to the Locality Officer. Details can be found further in the pack.

As always, you will have the opportunity to meet other people who care about the community and raise your views and concerns, relating to Chaddesden.

Yours sincerely

Locality 1 Team

Chaddesden Community Conversation Meeting
Wednesday 29th November 2023, 6.30pm
St Philip's Church, Taddington Road, Chaddesden

1	Submitting questions for the meeting	5.45pm
2	Welcome and introductions	6.00pm
3	Policing in Chaddesden A chance for you to meet and raise issues with your local police and set police priorities.	6.05pm
4	Locality Team Update Introduction to your Locality Team – brief overview of roles.	6.25pm
5	Cllr Updates	6.40pm
6	Community Voice - Questions - Opportunity to ask questions # # Please write down your question or ideas on a form on arrival at the meeting	7.10pm
7	Close Meeting. Date and Time of the Next Meeting: <ul style="list-style-type: none"> • Wednesday 27th March 2024 – Age UK Building, Chaddesden Park. 	7.45pm

Councillor's Surgery Dates

Councillor/s	Date	Location	Time
Cllr Neil Wilson	20 th November 2023 18 th December 2023 15 th January 2024 19 th February 2024 18 th March 2024	Coniston Crescent Community Room	5pm – 6pm
Cllr Neil Wilson	22 nd November 2023 20 th December 2023 17 th January 2024 21 st February 2024 20 th March 2024	St Philip's Church Café	11.30am - 12.30pm
Cllr Jerry Pearce & Cllr John Wright	20 th January 23 rd March 25 th May	The Wilmot Arms	10am – 12noon
Cllr Jerry Pearce & Cllr John Wright	17 th February 20 th April 15 th June	AGE UK, Chaddesden Park	10am – 12noon
Cllr Martin Rawson & Cllr Kathy Kozlowski	24 th November 2023 26 th January 2024 23 rd February 2024	Derwent Stepping Stones, St Mark's Road	5pm – 6pm
Cllr Martin Rawson & Cllr Kathy Kozlowski	24 th November 2023 26 th January 2024 23 rd February 2024	Revive, Roe Farm Lane	6pm – 7pm
Cllr Martin Rawson & Cllr Kathy Kozlowski	25 th November 2023 27 th January 2024 24 th February 2024	Jubilee Club, Chaddesden Lane	12noon – 1pm

Please drop in at one of your local councillor's surgeries. It is an opportunity to discuss any neighbourhood issues and to find out about local initiatives, community groups and projects.

Police Safer Neighbourhood Team Update

Your Chaddesden Safer Neighbourhood Team...

These priorities were set by your team following community feedback and reported incidents. Contact your team in person, by phone, or online to let them know your priorities.

Your current priorities for this neighbourhood

Priority 1: **Auto Crime – Theft of/from motor vehicles**

Priority 2: **Residential Burglary – Crime Prevention**

Priority 3: **Criminality and Anti-Social Behaviour associated with the supply of controlled drugs within the community**

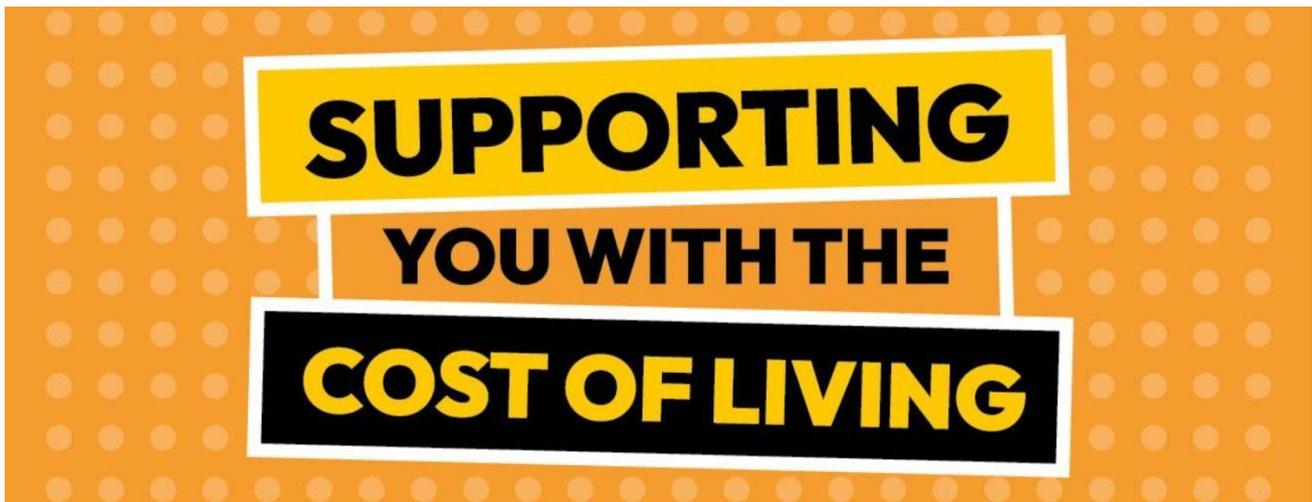
Actions to be taken are as follows:

1. High visibility and plain clothes patrols in hot spot locations. Regularly review crime trend information and intelligence to identify hot spot locations and potential suspects. Crime prevention advice to be issued through events and via social media and Derbyshire Alert whilst using these channels to keep the community updated.
2. High visibility patrols to be conducted, review of intelligence and crime trends to plan patrols and enforce. Crime prevention events to be held along with the use of social media and Derbyshire Alert
3. In order to combat anti-social behaviour in the community we will work with partner agencies in order to issue where appropriate Community Protection Warnings / Notices and Criminal Behaviour Orders. Gathering of community intelligence through high visibility patrols and regular engagement. Those involved in the drugs trade will continue to be targeted by SNT officers, supported by specialist Police units. We work with partners to protect those at risk of being criminally exploited.

How you can take action:

- Submit your priorities for your area.
- Report a crime.
- Join your local Neighbourhood Watch scheme or start your own.
- Become a Special Constable.

Cost of Living – Help/Information.



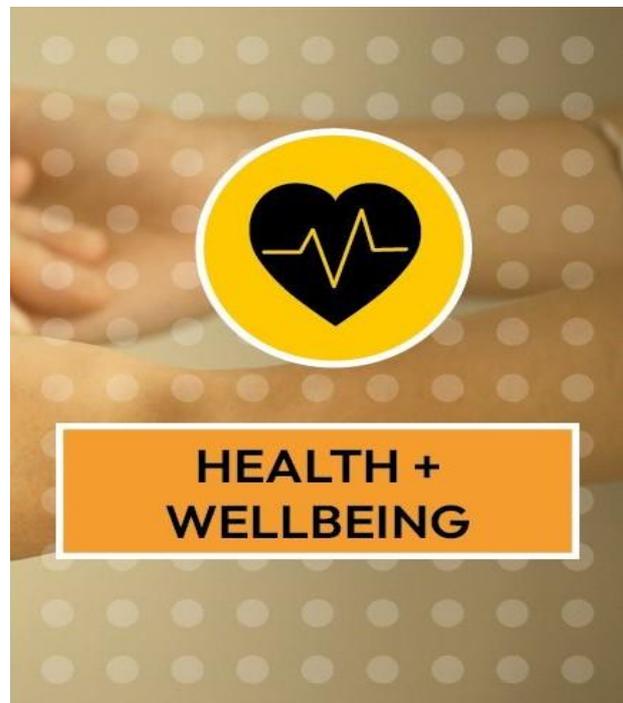
The cost of living continues to have an impact. Energy, food, bills and mental health and wellbeing, with many struggling to keep up. There is a range of information available to you, whether it's support with debt, help to cover your bills, access to jobs advice, or mental health support services. Community Action Derby lead on this and have some fantastic information available at the following link:

[Help with the Cost of Living \(communityactionderby.org.uk\)](https://communityactionderby.org.uk)

If you can't find what you're looking for, or don't have access online, please get in touch. You can call the Community Action reception on 01332 346266, between 9:30am-4pm, Monday to Friday. Alternatively, you can email at support@communityactionderby.org.uk

For Deaf people and Hard of Hearing people there is a textphone available - 07490 341584 (if you leave a message, they will endeavour to get back to you on the same day), as well as a BSL Signing Service.

A flyer with a green background. At the top, it asks 'Have issues with debt?', 'Need help and advice?', 'Want housing advice?', and 'Bills getting out of control?'. The main heading is 'STRUGGLING FINANCIALLY?' in red. Below that, it says 'WE CAN HELP!' in large white letters. The text continues: 'At DHA we have Advisors who can provide you with free, confidential and impartial advice.' There are four blue circular icons: 'Help with budgeting', 'Debt Advice', 'Win prizes in our monthly prize draw', and 'Housing advice'. At the bottom, it says 'Drop-in or call us for an appointment' and provides two addresses: '153 Bath Street, Ilkeston DE7 8AS' and 'Civil Legal Advice Centre, Phoenix Street, DE1 2ER'. It also lists phone numbers: '01159 300 199' and '01332 287 850'. The DHA logo and 'The Derby Law Centre' logo are at the bottom.



Council Services – Reporting Systems

Streetpride

Derby City Council

The Streetpride Service brings together refuse collection, recycling, street cleaning, highways maintenance, parking, grounds maintenance and environmental crime into a single neighbourhood-based Service.

We have pulled together these services under Streetpride so that we can keep the streets of Derby cleaner and tidier.

This will lead to a greater pride in our streets and Derby as a place to live. The core services moving into Streetpride are:

<ul style="list-style-type: none">• Potholes• Fly tipping• Litter• Dog fouling	<ul style="list-style-type: none">• Grounds Maintenance• Graffiti• Vandalism and anti social behaviour damage to street furniture	<ul style="list-style-type: none">• Abandoned vehicles• Parking• Broken / faulty street lights
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These areas have a big impact on how satisfied people living in Derby are with the Council, as residents experience these services on a regular basis. Bringing together these services aims to:

<ul style="list-style-type: none">• improve customer service• deliver better services	<ul style="list-style-type: none">• reduce any duplication• respond to your local needs	<ul style="list-style-type: none">• improve value for money.
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You can report a problem on your street or in your community by:

- calling 0333 200 6981
- through our website: www.derby.gov.uk/streetpride
- by visiting Derby Direct (our customer service centre) at the Council House
- or by post to Streetpride, Derby Direct, Council House, Corporation Street, Derby. DE1 2FS

What happens when you make the call?

You will be asked to press a **'Hot Key'** if you know one. The **'Hot Keys'** will direct you to some of our most popular choices. These are as follows

Hot key 1 – your bin or recycling collection has been missed

Hot key 2 – report a street cleaning issue including: graffiti, litter, dog fouling, fly tipping, needles and dead animals

Hot key 3 – you want a bulky or large item collecting

Hot key 4 – you want to ask for a new bin, a bigger bin or an extra bin

Hot key 5 – you want to apply for a tip permit or for information on Raynesway recycling centre

Hot Key 6 – you want to pay a parking ticket

Hot key 7 – you want to challenge a parking ticket

If you don't know the 'Hot Key' or it doesn't fall into one of the most popular requests you will be given options to route your call efficiently

Option 1 - For rubbish and recycling including: a missed bin collection, ordering a new bin, street cleaning, tip permits and bulky collections

Option 2 – For parking services including: paying a parking ticket, enquiries about a parking permit or season ticket

Option 3 – For highways, traffic and street lighting information: including skip and scaffolding permits

Option 4 – For dog wardens, abandoned vehicles or to report anti-social behaviour

Option 5 – For parks, green areas, allotments, trees and football pitch information

Option 6 – For all other enquiries

There are a number of other ways to raise a local issue or report a complaint without waiting for your next community meeting.

Please contact one of the following to report issues:

Derby Direct – 01332 293111

General enquiries or email customerservices@derby.gov.uk

Streetpride - 0333 2006981 This number is charged at local rate.

To report potholes, fly tipping, litter, dog fouling, grounds maintenance, graffiti, vandalism and damage to street furniture and broken/ faulty streetlights

Environmental Services - 01332 642020

E-mail: environmental.services@derby.gov.uk

To report general noise nuisance complaints, abandoned vehicles, bonfires.

Police: 101 - non-emergency calls

Police: 999 - For emergencies only

Crime Stoppers - 0800 555 111

To report information anonymously

Public Protection Officer Team – E-mail ppoteam@derby.gov.uk

To report fly tipping with the potential of evidence within, litter, neighbour issues and general ASB.

Derby Homes – 01332 888777

Housing and repair enquiries

Member Services – 01332 643640

To contact your Local Councillor

Your Locality Officer is: Jamie Robinson

Tel: 07812 301829, Email: neighbourhoods@derby.gov.uk or jamie.robinson@derbyhomes.org

For further information about locality working contact your Locality Manager at:

Lorraine.dryden@derby.gov.uk

For further information about neighbourhood working contact your local Neighbourhood Manager, or email neighbourhoods@derby.gov.uk or visit www.derby.gov.uk/neighbourhoods
If you would like to get involved text 'voice' to 60066, email voice@derby.gov.uk, or call 258500

Chaddesden Community Conversation Meeting Question Form

If you have a question or query, please use this form to outline your question.

Name	
Address	
Telephone	
Email	
Question title	



 We will treat all information you provide in confidence, in accordance with the General Data Protection Regulations 2018. Your personal details will only be used for the purposes of receiving information about your local neighbourhood including information about events, activities and consultations in your local neighbourhood, information about citywide events, activities and consultations as they arise and information about partnership working and funding opportunities in Derby as they arise. We will only pass personal details to Councillors and our partners, if they need to respond to a specific question you have asked. For further information about how your personal information will be used, please visit www.derby.gov.uk where you can see a full copy of our Privacy Notice. Alternatively, you can request a hard copy from – neighbourhoods – neighbourhoods@derby.gov.uk, or call 01332 642320.