



**Kents Hill &
Monkston NAG**

**A – Z Handbook of
information about
living in our
Communities**

Introduction to the A-Z Handbook

All the agencies associated with the Neighbourhood Action Group (NAG) work very hard to make sure that our communities are kept clean; green; and safe.

With your help and local knowledge we will strive to do better; achieve best practices and maintain a strong sense of pride in where we live. Users of this document are the 'eyes and ears' within the community and work towards making a real difference to where they live by active involvement in keeping it safe and clean.

This directory has mainly been compiled to help report and resolve issues quickly that regularly impact on the community. It will also serve as a quick reference point allowing the user – as a committed citizen - to get more fully involved and, hopefully, achieve the satisfaction of knowing that things got done as a result of their actions. It includes key information that will be helpful in deciding what to do as well as the inclusion of some other, more general, items that may be of use from time to time.

The handbook is in an A – Z format. At the rear of the handbook are appendices covering specific subjects and key contact information.

A

Abandoned vehicles are expensive to remove, have a negative impact on the environment, look unsightly and can lower the quality of life in neighbourhoods. This can then result or lead to crime and can quickly become dangerous when vandalised or filled with hazardous waste (they are often used as skips). There can be a risk of explosion or injury; they can leak dangerous fluids, which can catch fire or run into the water stream; and they are often burnt which can endanger lives, property and the environment.

The problem has got progressively worse, particularly over the past five years. Vehicles no longer have the same scrap value of previous years. Therefore owners of vehicles that are no longer of any use often have to pay to have their cars taken away. The cost of vehicle removal is further increased because vehicle dismantlers have to pay more to dispose of tyres due to waste disposal regulations. The fines for unlicensed and untaxed vehicles are often greater than the value of the vehicles themselves and so this leads to drivers simply abandoning them. Also, vehicles used in burglaries, ram raiding and joy riding are often abandoned once the crime has been committed.

Under the Clean Neighbourhoods and Environment Act 2005, councils have a duty to remove a vehicle which is abandoned in their area, on any land in the open air, or on any other land which forms part of a highway. However, this does not cover vehicles abandoned on private land where the costs of removing a vehicle to the nearest carriageway are unreasonably high. Under this act, abandoning a vehicle is a criminal offence, carrying a maximum fine of £2,500 or three month imprisonment or both. An authorised officer may issue a fixed penalty notice of £200 as an alternative to prosecution.

See also – Unwanted Vehicles Section

Telephone: 01908 252277

Alcohol in a Drinking Control Area – the communities in this Parish are in a designated Drinking Control Area. This means that a police officer can require you not to drink in public and this may result in the alcohol being confiscated and a Penalty Notice of Disorder issued. This is Anti-Social Behaviour and could cost offenders between £50 - £80 and even a fine to the maximum of £500.

Telephone: 0845 8 505 505

Anti-Social Behaviour - the term anti-social behaviour covers a wide range of selfish and unacceptable activity that can blight the quality of community life. Terms such as 'nuisance', 'disorder' and 'harassment' are also used to describe some of this behaviour.

Typical examples include:

- Nuisance neighbours
- Yobbish behaviour and intimidating groups taking over public spaces
- Vandalism, graffiti and fly-posting
- People dealing and buying drugs on the street
- People dumping rubbish and abandoned cars
- Begging and anti-social drinking
- Drinking alcohol in a Drinking Control Area
- The misuse of fireworks

- Reckless driving of mini-motorbikes.

Anti-social behaviour ruins lives. It doesn't just make life unpleasant; it prevents the renewal of disadvantaged areas and creates an environment where more serious crime can take hold. Anti-social behaviour is a major issue in some of the UK's more deprived or disadvantaged communities and has been estimated to cost the British taxpayer £3.4bn a year.

There are a variety of factors which increase the risk of anti-social behaviour. The more of these which are present, the more likely someone is to become involved in anti-social behaviour:-

- Poor parenting skills, a weak parent/child relationship and a family history of problem behaviour.
- Truancy, exclusion and unchallenged bad behaviour.
- Living in deprived areas with disorder and neglect, lack of community spirit, living in areas with an already high-level of anti-social behaviour.
- Drug and alcohol abuse, alienation and early involvement in anti-social behaviour.

There are a range of supportive interventions available which can help individuals and/or their parents and families change their own behaviour and enable them to tackle some of the underlying problems.

Anti-social behaviour causes harm to individuals and the community and must be stopped as soon as possible, when the minimum harm has been caused.

The goal of any action is to:

- protect victims, witnesses and the community
- enable the perpetrator to understand the consequences of their behaviour
- make sure the perpetrator changes their behaviour.

Measures that can be used by the police and other agencies include:

- warning letters and interviews, contracts and agreements
- fixed penalty notices and penalty notices for disorder
- parenting orders, individual support orders, noise abatement notices, injunctions, dispersal powers and anti-social behaviour orders (ASBOs)
- possession proceedings against a tenant.

Action may be initiated by a number of agencies including the police, local authorities, registered social landlords, housing trusts and youth offending teams.

Telephone: 01908 691691

Ants – refer to Pest Control for more information.

Telephone: 01908 252551

Asbestos – see Hazardous Materials for more information.

Telephone: 0800 0350087

Ask the Police - The Police National Legal Database (PNLD) and is a not for profit organisation.

The FAQ database is intended to reduce the number of non-emergency calls to police forces by providing the answers direct to the public via the Internet. The database contains answers to a wide selection of nationally asked questions and the facility for forces to input local information.

The website is structured using a simple A-Z process that enables users to quickly get to the subject that they are interested in.

www.askthe.police.uk

B

Ball Games - aside from the legal issues it is not safe for children to play on roads. This can also cause a nuisance for lots of people in the area who are wary of driving down the street for fear of knocking over a child or getting their cars damaged. Kicking balls against house walls / fences is no joke to residents!

Putting aside possible traffic or public order issues, it is generally an offence to play ball games on a public road/street, if it is to the annoyance of residents and other users of the street. It is an offence created as a bye-law by the local council. This may not apply to every street, there could be some designated as 'play streets' (and similar), where games are allowed.

Bees – see to Pest Control for more information.

Telephone: 01908 252551

Beetles – see to Pest Control for more information.

Telephone: 01908 252552

Benefit Fraud - if you suspect someone of committing benefit fraud then contact the National Benefit Fraud Hotline on 0800 854 440 between 7am and 11pm, 7 days a week.

Telephone: 0800 854 400

Black Rubbish Sacks - see appendices for information

Telephone: 01908 252570

Blocked Drains – see Drains & Gullies for more information.

Telephone: 01908 252353

Bonfires – Milton Keynes Council actively discourages bonfires whether they are in gardens, on allotments or demolition / construction sites.

The council's number one priority is to "improve the quality of the environment". Bonfires have a seriously detrimental effect on health and the wider environment. It is not possible to have a bonfire, of any sort, without it causing air pollution and releasing toxic chemicals into the environment.

Unless it is in a very rural area with no immediate neighbours the toxic fumes from any bonfire will affect other people and will almost certainly constitute a Statutory Nuisance under the Environmental Protection Act 1990 on the grounds that the fumes are "injurious to health".

Telephone: 01908 252398

Bulky Items, Old Furniture & White Goods - there are two disposable options available:-

1. The items can be taken to one of the Community Recycling Centres or,
2. Arrange for the Council to collect the items free of charge. Items will be picked up in 1 – 10 days and must be placed out of the house where the collection operatives can easily pick them up. Items can be picked up on the normal refuse collection day by payment of a supplementary fee of £10.

However, do not automatically assume that items are only fit for disposal. Many charitable organisations within Milton Keynes may take unwanted goods – see Yellow Pages or the Council website for more information.

Telephone: 01908 252570

Burglar Alarms are fitted to many houses either for reasons of personal security or as an insurance company requirement. Nowadays the old bell type alarm has generally been replaced with far more sophisticated systems that can be split into two categories:-

1. Monitored Systems - automatically advise a security company that the alarm has been activated. These systems rarely cause noise problems as the security company is able to deal with the incident and silence the alarm.
2. Audible only Systems - those that, if activated, produce an audible sound only. Unfortunately if these systems mis-fire and cannot be turned off or the cut out fails to operate the noise is intrusive and causes disturbance and nuisance.

If it continues to sound and cause a nuisance then the Environmental Protection Act 1990 gives the Council powers to serve notice, enter the property and silence and make safe the alarm that is causing a nuisance. If this happens you will have to pay the Council's expenses for silencing the alarm in your absence (this could be hundreds of pounds) and possibly be fined for causing a nuisance.

Some classic examples of causes of mis-firing alarms the Environmental Health Department have had to deal with include:

- Spiders in the sensors.
- A bird in the house after it fell down the chimney.
- Pets roaming round the house.
- People not knowing how to turn the alarm off.

If you take over an existing system make sure that:

- it is installed correctly and working properly
- it has a cut out device
- the police are aware of your keyholders and the previous keyholders are removed from their records
- you register the alarm with your details

Cut-out Devices - all current alarms should now be installed with a device that stops the alarm sounding after 20 minutes. Also a flashing light that continues after the alarm has stopped sounding may be fitted to assist in identifying the property or act as a warning that the alarm has been activated even if the bell or siren is now silent.

Keyholders - it is still critical to ensure that you have keyholders who can attend and silence the system. Ideally, they should be local and be able to attend the premises within 20 minutes, should know how to turn off the alarm and be able to help the Police if your property has been burgled.

Telephone: 01908 252398

Bus shelters - to report any incidents of vandalism, graffiti or other damage please contact the Environmental Services Helpdesk.

Telephone: 01908 252398

Buy with Confidence - this scheme is an initiative from Milton Keynes Council's Trading Standards Service, to help businesses comply with the law and giving improved consumer protection. It is open to any business within the area covered by Milton Keynes Council. The website will provide consumers with a list of approved traders – offering:

- Confidence that they are dealing with a legitimate trader.
- Ability to identify local traders who have been approved by an independent body.
- Confidence that any complaints will be dealt with in a timely manner.
- Support from Trading Standards should something go wrong.

www.milton-keynes.gov.uk/trading-standards

C

Cockroaches – see Pest Control for more information.

Telephone: 01908 252552

Chewing Gum - when carelessly discarded chewing gum becomes trodden into our streets and pavements it is extremely difficult and costly to remove

Anyone that drops gum in a public place is committing a crime and they can be fined under the Environmental protection Act 1990 and the Clean Neighbourhoods and Environment Act. The average fine is around £95 although a magistrates' court can impose a fine of up to £2,500. The Police and Safer Communities Wardens can also impose an 'on the spot' fine.

Telephone: 01908 252570

Cigarette / Smoking Litter - apart from the risk to health, smoking is also the cause of another social ill - litter. Dropping a cigarette end on the floor is littering. And not just the cigarette, there's the packaging, foil inserts, and cellophane wrapping, as well as matches, that litter our streets.

It is not only in the streets that the problem exists and there is considerable evidence to show that residents throw cigarette ends from their properties into the street. Not only is this illegal, but it is very dangerous! What would happen if it fell into a passing child's buggy or get lodged in a passer's – by clothing?

Anyone caught littering will face an on-the-spot fine of £75.

Telephone: 01908 252570

Clinical Waste - the council provides a clinical waste collection service. However, in the first place, contact your district nurse or GP for advice and information.

Council and Litter - the Council is responsible overall for keeping the area clean and free of litter and aim to:-

- clean town centres on daily basis
- mechanically clean all roads at least once every four weeks
- litter-pick all other areas – normally every five weeks - and provide a responsive service where areas fall below a certain standard
- remove accumulations of rubbish from Council land within seven days of a report
- empty litter bins (Parish Council do this!) on regularly and provide a responsive service where needed.
- provide a deep clean of all areas at least once a year.
- help with your locally organised clean-ups

Telephone: 01908 252570

Crimestoppers – see section on Police

D

Dangerous Dogs - if the dog poses an immediate threat to the safety of the public then it can be lawfully ordered to be destroyed by the police or other responsible person (e.g a vet/local authority). This power comes from the fact that a dog is classed as property and it is lawful to humanely destroy it, if it is causing immediate damage/danger to people, animals or property.

If the dog has been established as dangerous but does not pose an immediate threat to the public etc, the court can order it's destruction (whether or not there has been a prosecution conviction of the owner/keeper) and the court can also disqualify it's owner from owning a dog in the future.

Telephone: 01908 252800

Dead Animals - A dog (as well as a goat, horse, cattle, ass, mule sheep and pig) come within the remit of the Road Traffic Act and is a reportable accident so you are required by law to report it to the police. Although some animals do not come within the definition of animal within the Road Traffic Act 1988 – meaning that, by law, you do not have to report it may be worth contacting the police to inform them of the incident and seek clarification.

The local authority will need to be contacted to remove the remains of the animal and the Council will aim to attend at road traffic accidents and reports of dead animals and perform a careful removal within four hours of notification.

Telephone: 01908 252187

Directgov – is the central Government website that provides information on all aspects of Public Services in one place.

www.direct.gov.uk

Dog Fouling - allowing a dog to foul in a public place is illegal.

The Dogs (Fouling of Land) Act 1996, allows authorities to designate any land in their area as poop scoop areas without any requirement to provide signs or dog waste bins

The land must be publicly accessible and open to the air. However the following areas are not included:

- Carriageways with a speed limit of more than 40 mph
- Land used for agriculture or woodlands
- Land which is predominantly marshland, moor or heath
- Rural common land

The penalty for not clearing up dog fouling can be up to £1,000 if taken to court, but there is also provision for a fixed penalty scheme with a fine of £50 - the main legislation relating this offence is dealt with under the Environmental Protection Act 1990 (Part IV).

Exceptions to the offence are:

Compiled for the Kents Hill & Monkston Neighbourhood Action Group

- The person in charge of the dog has a reasonable excuse for not clearing up (being unaware of the fouling or not having the means to clean up is not an excuse)
- The owner or occupier of the land has consented to the faeces being left
- The person puts the faeces in a bin on the land
- The person in charge of the dog has a registered visual impairment

Telephone: 01908 252400

Dog Litter Bins – the provision and emptying of dog bins is the responsibility of the Parish Council

Telephone: 07946 512523

Drains & Gullies - Milton Keynes Council maintains the public highway and ensures that surface water on our roads is quickly taken away. The gullies are designed to capture silt and other debris, which prevents the underground drains from becoming obstructed. Gully Emptying takes place regularly to a scheduled programme of works.

Telephone: 01908 252353

E

ENCAMS - are an environmental charity who campaign directly to the public. They are best known for *Keep Britain Tidy* campaigns. ENCAMS tries through the campaign to persuade people to stop dropping litter and put it in a bin. ENCAMS also campaign on issues such as graffiti, fly posting, abandoned vehicles and gum dropping. They are partly funded by Government through the DEFRA and also campaign on or develop ways of tackling problems such as dog fouling, fly-tipping and nuisance noise.

Telephone: 01942 612621 or www.encams.org.uk.

Environmental Crime - Environmental crime has a huge impact on our communities and on how happy we are in them. It can ruin public spaces and is expensive to clean up.

Environmental crime is a generic term and can include:

- fly-tipping - dumping household or commercial rubbish in private or communal areas
- littering - deliberately dropping litter on the streets
- graffiti - spray-painting or otherwise marking private property or communal areas like the sides of bus-shelters and houses
- vandalism - damaging private property or communal facilities like telephone boxes or play-ground equipment

What can be done about environmental crime?

Police and local authorities work together to combat this kind of anti-social behaviour.

Measures put in place include:

- giving local authorities more power - to take action against fly-tippers and vandals
- Fixed Penalty Notices for littering offences
- restricting sale of spray paint - it's an offence for retailers

Environmental Health – for general enquiries

Telephone: 01908 252353

Environmental Helpline – for general service enquiries

Telephone: 01908 252625

F

Fire Risk Check - a Home Fire Risk Check is a basic assessment of the fire risks in your home and is carried out by Bucks & MK Fire Service staff. It takes about 20 to 30 minutes, depending on the size of the house. Residents need to be present to answer a few questions when the check is done.

The Fire staff will offer you fire safety advice, based on any potential fire risks that they may have identified during the check. You may also ask them any fire safety questions you may have.

If needed, Fire staff will also fit as many smoke alarms as they think necessary. These will be British Standard smoke alarms with a sealed battery that should last 10 years in normal use.

Telephone: 01296 744447

Fly-posting can occur anywhere but is usually found in urban locations. It is generally taken to be the display of advertising on buildings and street furniture without the consent of the owner. Fly-posting can be unsightly and make an area feel unsafe and uncared for.

There are three main types of fly-posting: Advertising for local events – e.g. adverts for band playing in pubs or a local car boot sale. Posters displayed by pressure groups or political bodies. These are all illegal forms of advertising if they are displayed on a building without the owners consent.

Most local authorities have a problem with fly-posting. It is difficult and expensive to remove and can create a feeling of unease and fear. It costs council tax payers thousands of pounds a year to remove fly-posting and in many cases areas with fly-posting feel abandoned and can very soon fall into decline.

Councils have a legal duty to remove fly-posting from public buildings. For private buildings it is the property owner that has a responsibility to remove any fly-posting.

Fly-posting is illegal and anyone caught fly-posting can be fined or prosecuted. Under the Anti-Social Behaviour Act 2003 the maximum fines for fly-posting have increased from £1000 to £2500.

Authorised council officers can also issue a fixed penalty notice of approximately £75. It may also be possible to prosecute those companies that are beneficiaries of fly-posting. Companies are no longer able to use the legal defence of ignorance or lack of consent if a company is fly-posting their product or service.

Telephone: 01908 252270

Fly-tipping is the 'illegal deposit of any waste onto land or a highway that has no licence to accept it.' Illegal dumps of waste can vary in scale and the type of waste involved.

Tipping a mattress, electrical items or a bin bag full of rubbish in the street causes a local nuisance, and tipping household items and small-scale building or garden waste in open spaces reduces their amenity value to the community.

At the other end of the scale there is a growing trend for large-scale fly-tipping which involves several truckloads of construction and demolition waste being tipped on a range of different types of land.

According to guidelines produced by the Department for Environment, Food and Rural Affairs (Defra): "The definition of fly-tipping is a wide one. This is because there is a general recognition that fly-tipping, whether it is a dumped mattress or a lorry load of construction and demolition waste can be linked to anti-social behaviour, fear of crime and the liveability of an area."

At its worst, fly-tipping can lead to serious pollution of the environment and harm to human health if hazardous waste is involved. Fly-tipping can also undermine legitimate waste management business activities.

Most of the legislation regulating waste is covered by four main Acts: The control of Pollution (Amendment) Act 1989, The Environment Protection Act 1990, The Town and Country Planning Act 1991 and The Clean Neighbourhoods and

Environment Act 2005 (the 2005 Act). The 2005 Act was specifically intended to make it easier to deal with environmental crimes. Part 5 of the Act covers waste and gives local authorities, the police and the Environment Agency greater powers when dealing with waste crime.

The 2005 Act raised the penalties on conviction for fly-tipping crimes, bringing the fly-tipping of all types of waste in line with hazardous waste and making 'the polluter pay' by allowing courts to order the offender to meet the costs for the enforcement and investigation, and for land to be cleaned of fly-tipped waste.

Telephone: 01908 252270

Food Caddy – kitchen food waste is collected so that MK Council can recycle more and operate in a more environmentally acceptable way. Basically, all food waste - cooked and uncooked – can be put in the kitchen caddy for weekly kerbside collection.

For more information see appendices

www.milton-keynes.gov.uk/recycling

Footpaths - to report unstable paving slabs, displaced kerb stones, or potholes please contact Highways Helpdesk

Telephone: 01908 252353

G

Graffiti is any illegal marking to walls and other surfaces. It covers a wide variety of forms including 'masterpieces', 'tags', juvenile scribbles, scratchings and etchings. Although there are many types of graffiti, by far the most prevalent throughout England are juvenile scribbles which are responsible for most of the graffiti on our streets.

Graffiti is illegal and prosecutions can be brought under the Criminal Damage Act 1971 (section 1). Prosecution can lead to a jail sentence of up to 10 years, a hefty fine, or a detention and training order for those under the age of 18. If you see graffiti it is a good idea to photograph it so that the Police can visit schools and, hopefully, identify the perpetrator (s).

In some cases graffiti can be extremely offensive and can also make residents feel unsafe and increase their fear of crime within their community. The poor appearance of the local environment can have a significant impact on behaviour, with the lack of pride in an area leading to further degradation. For this reason, graffiti should be removed swiftly and offenders prevented from doing it again.

Graffiti is often difficult and costly for councils to clean. Its removal can be very labour intensive. For smaller graffiti it may be possible for the Parish Council to clean up the abused area with a graffiti kit that they have and for larger items MK Council operate a scheduled programme of works that will be notified to Parish and Town Councils.

Telephone: 01908 252570

Grass Cutting takes place 12 times a year from the end of March to Early November, about once every 3 weeks, and edged back from hard surfaces annually between October and March.

Cutting is carried out to a schedule and for this Parish the day of the month for each estate is:-

Brinklow	9th
Kents Hill & Industry	8th
Kingston	10th
Monkston & Monkston Park	11 th & 12th

Telephone: 01908 252592

Green Wheelie Bins – are collected from kerbside every week. This is for food and garden waste only. See appendices for more information,

Grit and Salt Bins - contact the Environmental Services Helpdesk on for all issues regarding roadside grit and salt bins.

Telephone: 01908 252353

H

Hanging About - Although the vast majority of young people hanging around are doing nothing wrong, unfortunately a small number are committing crime and anti-social behaviour and spoiling things for everyone else. This is one of the reasons behind Acceptable Behaviour Contracts (ABCs), and anti-social behaviour laws that have introduced Anti-Social Behaviour Orders (ASBO) and Dispersal Orders. *See Anti-Social Behaviour Section for more information.*

Telephone: 8458 505 505

Hazardous Substances – some substances can be accepted at Community Recycling Centres but always phone the Environmental Help Line first to confirm.

Asbestos can be take to New Bradwell Community Recycling Centre but new legislation states it must be completely wrapped in plastic for the safety of members of the public and our staff on site.

Telephone: 01908 252570

Hedges – height is not automatically limited and legislation only becomes applicable if there is a dispute between a hedge owner and their neighbours. This legislation merely provides the facility to involve the local authority in a dispute if it cannot be settled amicably.

A hedge cannot be defined as a "nuisance" or "illegal" unless it is named in a complaint as such and the hedge owner would be officially notified by the council in these cases.

For a complaint to be investigated the following criteria must be met:

- The hedge must comprise wholly or predominantly of a line of two or more evergreen or semi-evergreen trees or shrubs
- It must be over 2 metres high
- It must act, to some degree, as a barrier to light or access
- Because of its height, it adversely affects the complainant's reasonable enjoyment of their domestic property (Their home or garden).

Telephone: 01908 252592

Highways Services - the Council's team operates from Synergy Park at Bleak Hall, and is responsible for the day to day maintenance of all public highways in the Borough of Milton Keynes.

Where works are being undertaken on the highway, the Council always ensures that adequate protection is provided to maintain public safety.

If these barriers are removed by vandals or become displaced, please contact the council. If you see materials or tools being stolen or vandalised at roadworks, please contact Thames Valley Police on **0845 8 505 505**.

Any other issues concerning roadworks or other highway maintenance can also be passed on to the Council by completing this Report form or emailing the Councils Customer Contact Centre.

Telephone: 01908 252353

Household waste includes waste from regular household sources – waste is collected by refuse collection vehicles.

The EPA 1990 also states that the public may be required to place their waste in the receptacles provided by the council (otherwise the local authority may refuse to collect it, or they can require householders to use specified containers by Order). Rubbish (bags and bins) should be put out on the day of collection before 0700hours. Rubbish must not be put out before the day of collection.

Normal collection days for this Parish are:-

Kents Hill - Wednesday
Monkston – Tuesday
Monkston Park - Wednesday

Telephone: 01908 252570

IJK

Ice – see Snow & Ice for more information.

Telephone: 01908 252289

L

Landscape Maintenance - the responsibility for the maintenance on adopted land is the Council. For areas still to be adopted the prime responsibility remains with the developers and their associated working partners.

For adopted land: Telephone: 01908 252592

Litter Bins – the provision and emptying of litter bins is the responsibility of the Parish Council who employ a contractor to regularly empty them. If you notice that they are not being emptied or are consistently full contact the Parish Council.

Telephone: 07946 512523

Local Government - this is just an outline of how it works in Milton Keynes:

Tiers of Local Government

In many parts of England there are three levels, or tiers of local government: county councils, district councils, and town and parish councils. Some larger cities have a merged County and district council; this is called a unitary council.

Milton Keynes is a unitary council.

Unitary Councils provide the essential local services to the borough. These include street cleansing, environmental health, planning and housing advice. They also provide the strategic and more costly services, such as education, libraries, highways and waste services.

Parish and Town Councils are the most local level of Government providing a voice for local residents. They are independent and have powers to undertake a wide range of functions in their local communities.

If you would like to know more about local government organisation in the UK, please visit the UK Local government pages, at www.local.gov.uk or phone 0207 664 3344 or email info@local.gov.uk. or, alternatively contact your local Parish Council.

Can I attend Council meetings?

Any local resident can attend parish council meetings, including the annual meeting. Most parish councils provide an opportunity for members of the public to ask questions to the parish council or comment on parish matters. All Council, Executive and Committee meetings are held in public and members of the public are welcome to attend to listen to Members discuss the items on the agenda. On some occasions, there may be items of business (for example items that affect individual members of staff, contracts or property matters) that are to be discussed in private.

M

Milton Keynes Community Mediation Service - enable parties who are in dispute to work together to reach agreements by establishing understanding based on just listening and talking to each other.

Types of Mediation Available:

- Community Mediation- resolving disputes between neighbours, tenants and landlords
- Consumer Mediation - resolving issues between buyers and sellers
- Workplace Mediation - resolving issues between employees or employees and management.
- Peer Mediation in Schools
- Young People / Families - Mediation services to those in dispute at home.
- Training in Mediation Skills - train volunteers in Mediation skills and help train others in Conflict Resolution techniques

Telephone: 01908 200828

N

Neighbourhood Action Groups (NAGs) are a key part of Neighbourhood Policing in the Thames Valley Police area. A NAG is a multi-agency, problem-solving group that consists of relevant partner agencies, key stakeholders and, importantly, members of the local community.

NAGs focus their work around three main priorities that are identified after consultation with the local community. Members, who are all volunteers, take on responsibility for achieving certain tasks on behalf of their neighbourhood and resolve issues that occur.

On a quarterly basis, members of the NAG will carryout Environmental Visual Audits (EVA's) of all the communities within their jurisdiction. The group doing the 'walkabout' will is normally made up of Neighbourhood Police; Parish Councillors;

Safer Communities Wardens; and residents from each of our communities. The purpose is to identify any problems and to take action on them as quickly as possible. Hopefully, by the next EVA the problem has been permanently addressed.

Neighbourhood Disputes in Privately Rented accommodation – contact
505.

08458 505

Neighbourhood Policing - there is dedicated team in every neighbourhood are in this area are based at Kingston.

Neighbourhood Policing teams...

- Are led by senior police officers and include police community support officers (PCSOs), often together with volunteer police officers, volunteers and partners.
- May serve one or several neighbourhoods.
- Work with local people and partners to identify, tackle and prevent local, low-level crime, anti-social behaviour, and any ongoing concerns.
- Provide you with a visible, accessible and accountable police service and aim to make your neighbourhood safer.
- Have been present in every Thames Valley neighbourhood since 1 April 2008.
- Focus all of their efforts on their dedicated neighbourhoods, building relationships with local people.

Neighbourhood Policing...

- Needs you to tell us about the issues that concern you in your area.
- Has transformed policing at a local level, to meet the needs of local communities.
- Is known as 'Safer Neighbourhoods' in Milton Keynes.

[See also Police Section](#)

Neighbourhood Watch – is all about helping to reduce crime, about helping to reduce the opportunity for crime and about reducing the fear of crime throughout Milton Keynes and surrounding areas. It is also about building community spirit by bringing people closer together with common goals through watch schemes.

You can help make your community a safer place. It's easy – by joining your local scheme you can help and reassure those living in your area and encourage neighbourliness.

- Signs and stickers to act as a deterrent to criminals
- Community messages about burglaries, crime trends and other police information
- Reduced one-off cost for Smartwater – a property identification forensic based security system.
- Reduced premiums from some insurance companies
- Get to know and your local police officers
- Liaise with community support officers

Telephone: 01908 686169

Noise - complaints about noise are increasing. People are bothered by and noise making and / or nuisance neighbours have a big impact on the community around them. The law is there to stop them, and protect the law-abiding majority.

Just one or two families can ruin dozens of lives through threats, intimidation, harassment and vandalism. Rowdiness, loud music or televisions, and refusing to silence dogs that bark nonstop are all hallmarks of classic noise / nuisance neighbours.

There is growing evidence that noise-related stress is a significant public health hazard. According to a report from the World Health Organisation, unwanted noise is causing hearing impairment including tinnitus, disturbing our sleep and triggering stress hormones which could in turn affect the immune system and metabolism. It also makes us feel helpless and more aggressive and increases the chances of having a heart attack or stroke, accounting for an estimated 3% of ischemic heart disease (the most common cause of death in the EU) in Europe.

Complaining about Noise Disturbance - in the first place it may be helpful if you can approach the person responsible for the problem and explain to them the nature of the problem. They may not realise that they are causing you a problem. You may also contact either the Citizens Advice Bureau, for advice about your rights, or the Milton Keynes Mediation

Compiled for the Kents Hill & Monkston Neighbourhood Action Group

Service (see section above) who may be able to help by mediating between you and your neighbour. Alternatively, advice can be sought from the **Citizens Advice Bureau** - Telephone: 0870 1264050 .

Milton Keynes Council - complaints can be made to the Environmental Health. Civic Offices, 1 Saxon Gate East, Milton Keynes MK9 3EJ. The Environmental Health Division will send a "noise pack", or, it can be downloaded on the website. It is necessary to do this in order to show that there is a significant noise problem which requires Environmental Health intervention.

For complaints of major noise disturbance - urgent cases outside office hours of noise disturbance affecting people and properties, such as persistently misfiring alarms or noisy parties, contact Environmental Health Stand-by service via the

Council's Out-of-Hours service on 01908 226699

Stopping nuisance neighbours - If this happens to you, we can help. There are a range of powers designed to turn nuisance neighbours into normal neighbours:

- neighbours who make too much noise can be fined up to £5000 or have noisy equipment removed if warnings are ignored
- local authorities, the police and social landlords can now apply for anti-social behaviour orders (ASBOs)
- Social landlords can apply to the courts for a demoted tenancy, or even evict tenants in severe cases
- houses or businesses where persistent anti-social behaviour is reported could ultimately be closed and sealed by police or local authorities

Complaints about domestic noise arising from the occupiers of Council owned properties will, in the first instance, be referred to the appropriate District Housing Manager for investigation and action under the conditions of letting and anti-social behaviour legislation. Similar processes are used by Housing Associations.

Telephone: 01908 252398

O

Out of Hours Service – for issues for MK Council that need to be reported out of normal office hours or for matters that require immediate attention.

Telephone: 01908 226699

P

Parking – below are extracts from the Highway Code that might be useful in respect of residential parking problems:

242 - You **MUST NOT** leave your vehicle or trailer in a dangerous position or where it causes any unnecessary obstruction of the road.

[Laws RTA 1988, sect 22 & CUR reg 103]

243 - **DO NOT** stop or park (*examples*)

- near a school entrance
- anywhere you would prevent access for Emergency Services
- opposite or within 10 metres (32 feet) of a junction, except in an authorised parking space
- near the brow of a hill or hump bridge
- opposite a traffic island or (if this would cause an obstruction) another parked vehicle
- where the kerb has been lowered to help wheelchair users and powered mobility vehicles
- in front of an entrance to a property
- on a bend

244 - You MUST NOT park partially or wholly on the pavement in London, and should not do so elsewhere **unless** signs permit it. Parking on the pavement can obstruct and seriously inconvenience pedestrians, people in wheelchairs or with visual impairments and people with prams or pushchairs.

[Law GL(GP)A sect 15]

248 - You MUST NOT park on a road at night facing against the direction of the traffic flow unless in a recognised parking space.

[Laws CUR reg 101 & RVLR reg 24]

250 - Cars, goods vehicles not exceeding 1525 kg unladen weight, invalid carriages, motorcycles and pedal cycles may be parked without lights on a road (or lay-by) with a speed limit of 30 mph (48 km/h) or less if they are

- at least 10 metres (32 feet) away from any junction
- close to the kerb and facing in the direction of the traffic flow
- in a recognised parking place or lay-by
- Other vehicles and trailers, and all vehicles with projecting loads, MUST NOT be left on a road at night without lights.

[Laws RVLR reg 24 & CUR reg 82(7)]

You cannot repair vehicles on a road if,

- it is during the course of a business
- it is for gain or reward
- it causes annoyance to people in the vicinity

The only exception is that if the repairs are carried out following an accident or break down where it was necessary to do the repairs on the spot or within 72 hours.

PCSO's - Police Community Support Officer - the role of Thames Valley PCSOs is to:

- Provide a uniformed, official, high-visibility police presence in a specified area.
- Aim to improve the quality of life in the community, making people feel confident and reassured.
- Work with partners and community organisations to make our community safer – addressing anti-social behaviour, the fear of crime, environmental issues and other quality of life issues.

PCSOs do not have the same powers as police officers because their job is different. PCSOs in Thames Valley can:

- Issue local authority fixed penalty notices for dog fouling, littering, graffiti and fly-posting.
- Remove abandoned vehicles.
- Issue penalty notices for cycling on pavement.
- Carry out road checks.
- Direct traffic.
- Issue a penalty notice for disorder for a range of offences, including: the unlawful sale and consumption of alcohol by people aged under 18; fireworks offences; causing harassment, alarm or distress; trespassing on a railway.
- Seize vehicles used to cause alarm.
- Traffic wardens' powers.
- Require persons drinking in designated areas to surrender alcohol.
- Require persons aged under 18 to surrender alcohol.
- Search for alcohol and tobacco.
- Seize tobacco from a person aged under 16.
- Seize drugs and require name and address for possession of drugs.
- Require name and address for anti-social behaviour.
- Disperse groups and remove young people to their place of residence.
- Require a person to wait for 30 minutes.
- Enter and search any premises for purposes of saving life and limb or preventing damage to property.
- Stop and search in authorised areas and enforce cordoned areas.

Pest Control - Milton Keynes Council offers a subsidised service for treating most types of pests in domestic premises and the latest scale of charges are:-

Rats and Mice	£39.00 Per Service
Fleas Per Service	£49.00 Per Service
Wasps and Bees	£39.00 Per Service
Ants in Premises	£59.00 Per Service
Cockroaches	£49.00 Per Service
Bed-Bugs	£95.00 Per Service
Pharaoh's Ants	£95.00 Per Service
Squirrels Per Service	£78.00 Per Service
House Dust Mite	£59.00 Per Service
Other Flies and Beetles	£49.00 Per Service
Visit and Advice only	£10.00 Per Service
On benefit reduction	£10.00

Telephone: 01908 252625

Pigeons - feral pigeons are a problem in urban areas because they foul and damage buildings, and can harbour disease. They are associated with the carriage of salmonella psittacosis and ornithosis, all of which can cause serious ill-health. Control of pigeons can be difficult because they roost in large groups and can quickly relocate to a new site.

The responsibility for control of pigeons largely rests with the owners of affected buildings. They should use physical means to protect potential nesting and roosting sites, and remove any nests and eggs which do appear. If the situation is not dealt with, accumulations of fouling can quickly build up, and the removal of them can then become a hazard to health. Empty/dilapidated buildings are particularly at risk. Building owners should contact a private pest control company for assistance on proofing.

Councils are able to take a limited amount of action, which may include requiring owners to deal with the problem. The controls are contained within their powers to deal with statutory nuisances.

Telephone: 01908 252625

Pink Bags - are part of the recycling scheme - collection is from kerbside service on a weekly basis. See appendices for more information. Additional Pink Bags can be collected from various locations across Milton Keynes including Council Offices, Libraries, contacting MK Council Cleansing, or ask the Refuse Collection Lorry Driver. For full details see Council website.

Play Areas are inspected on a regular basis and by more than one source:

- Weekly visual inspection and clean by the cleansing contractor
- Recorded 8 weekly inspection by the Play Area Officer
- Routine 12 weekly service and inspection by maintenance contractor
- Annual inspection by a certified organisation such as RoSPA

Police - if you are reporting a crime that is ongoing and it is an emergency then call **999**.

If your call is not an emergency then please call Police **08458 505 505** or, alternatively, the incident can be reported online at the Thames Valley Police Website.

If you have been the victim of a crime it's really important to report it. If no-one reports a crime, it's as if it never happened. If no-one reports a crime, the criminal is free to commit more crime, damaging more communities and individuals.

It's also important to report crime for practical purposes, like getting a crime number from the police so that an insurance claim can be made.

Reporting a crime anonymously - **Crimestoppers** is a completely independent organisation which allows you to provide the details of a crime, without revealing your identity. You will not have to give your name, sign any kind of statement or appear in court - all you have to do is provide the information about the crime. For more information visit

Telephone: 0800 555 111 / www.crimestoppers-uk.org

Pot Holes - a pothole is where the surface of the road or footway has been eroded and a hole or trip has formed. The Highway Authority is responsible for the maintenance and repair of public highways.

Complaints about the highway (roads and footpaths) are investigated and treated on a priority basis. If a defect is investigated by staff and found to be urgent it will normally be dealt with within 24 hours, whilst others of a less urgent nature can be placed into the works programme to be completed at a later date.

Damage to the Highway is repaired according to a criteria based upon risk assessment, engineering expertise and budget availability.

Telephone: 01908 252353

R

Recycling Banks to support the door-to-door recycling scheme and the Community Recycling Centres are located around the borough. The table in the appendices shows where and what can be recycled at the different sites.

No recycling or waste should be left at the sides of the banks: this is flytipping.

Telephone: 01908 252570

Recycling Centres are open 7 days a week from 8am to 8pm from 1st April to 30th September; 8am to 5pm from 1st October to 31st March; Closed Christmas Day, Boxing Day and New Years Day. Centres will close at 1pm on Christmas Eve and New Years Eve. See appendices for more information.

If you have a query about the waste you would like to take to the Community Recycling Centre you can contact the sites for advice on:

- Bleak Hall - **01908 604171**.
- New Bradwell - **01908 315111**.
- Newport Pagnell - **01908 616312**.

Each site has an answerphone.

Redways are for use by pedestrians and cyclists of all ages and levels of experience, including people with prams, pushchairs and those in wheelchairs.

- All motor vehicles - including mopeds and motorcycles are prohibited by law from using Redways with the exception of authorised vehicles, e.g. emergency and maintenance vehicles. Drivers of such vehicles must drive with care and use flashing beacons when available and give way to other Redway users.
- When a Redway crosses a road, the road user has priority over the Redway user. Redway users must give way to road users.
- Users of Redways must be able to be seen at night. Cyclists should use lights and all users should carry or wear something light-coloured or reflective
- Dogs should not foul the Redway and should be kept on a short lead.

Telephone: 01908 257926

Refuse Collection – see section on Household Waste and Appendices for more detail.

Respect – is a Government Home Office website that focuses on Anti-Social Behaviour. It contains much useful information on this subject and is split being those living in the community and those that work in it.

www.asb.homeoffice.gov.uk

Ringmaster - Thames Valley Police are committed to involving the community in the policing of the counties of Berkshire, Buckinghamshire and Oxfordshire.

The Ringmaster site provides an invitation for residents to participate in the exchange of information with Thames Valley Police, Neighbourhood Watch and other community groups. You do not need to join a specific watch scheme but you may find that there are like minded residents or businesses in your area who would welcome your support.

If you live or work in Berkshire, Buckinghamshire and Oxfordshire, you can apply to become a registered recipient of messages of information, crime alerts or witness appeals local to the area in which you live or work in a way that suits your needs and lifestyle by email, text or telephone. Just complete the simple online application which will be reviewed by our Administrators prior to authorising your access.

As a registered recipient you will not only benefit from the messaging but may also learn about those in your community subject of anti social behaviour orders, help identify suspected or wanted criminals from the Gallery pages or learn about community groups, events or meetings in your area. Links to some of these additional pages are only visible to registered recipients. Please note that not all these services are fully available in all areas.

Telephone: 08458 505 505



SaferMK – making Milton Keynes a safer place to live and visit is a task that no agency or organisation can do on its own. SaferMK represents organisations working with the community to reduce crime, anti-social behaviour and the fears people have. The Partnership is made up of five key SaferMK partners who provide strategic direction and are accountable to the public.

The joint co-ordination between the responsible authorities, parish councils, businesses and voluntary organisations has led to a number of successful initiatives, such as weeks of action, held to tackle specific types of crime and anti-social behaviour. SaferMK has ten main priorities for the next three years:

- Reducing burglary, robbery, motor vehicle and contents theft
- Reducing violence including alcohol related violence
- Tackling domestic abuse and sexual violence
- Tackling anti-social behaviour
- Reducing fires and their consequences
- Combating drug and Alcohol misuse
- Reducing re-offending
- Preventing violent extremism
- Tackling hate crime
- Increasing public confidence in Milton Keynes as a safe place to live, work and visit.

www.milton-keynes.gov.uk/safermk

Sewer Blockages -If you suspect that a sewer is blocked, contact Anglian Water. They are open for emergency calls 24 hours a day, 365 days a year.

They will identify whether the problem is in the public sewer or the 'private' system. If the blockage is in their sewer, they will clear the pipe with no charge. If the blockage is in your drain or 'private' sewer the owner will need to contact a drain clearing specialist.

Details can usually be found in the Yellow Pages and other business directories under Drain and Pipe Cleaning, or the local telephone directory - business section. Milton Keynes Council, Environmental Health Division or Anglian Water can offer help and advice.

Telephone: 01908 252353

Shopping Trolleys - abandoned shopping trolleys can be more than just an eyesore. If left in an inappropriate place than can be a hazard to pedestrians, cyclists and road users, as well as attracting fly-tipping and anti-social behaviour.

Milton Keynes Council operates a free to use service to remove abandoned trolleys before they become a serious problem. If you should see an abandoned trolley - contact the environmental services helpdesk, by e-mail or by using the form on the council website.

Telephone: 01908 252570

Smell Complaints - these may be where we live or work. Sometimes they are temporary and not unexpected, such as a neighbour's bonfire, or seasonal farmyard smells, but on other occasions they may be persistent and unpleasant.

The Pollution Control team has powers to deal with some odours notably those associated with the operation of commercial and industrial processes. Odours from residential premises may arise from dead animals, accumulations of waste, DIY activities and bonfires. Sometimes people are bothered by cooking smells - Environmental Health are unable to deal with any situations which arise as a result of contrasting lifestyles.

For further information please contact Environmental Health.

Telephone: 01908 252398

Smoke Complaints - The Clean Air Acts, now consolidated in the Clean Air Act 1993, gave local authorities powers to improve air quality by controlling the emission of dark smoke, grit, dust and fumes from industrial premises and to establish

Smoke Control Areas where the emission of smoke from domestic properties was banned

For more details about bonfires see that specific section or for further information please contact Environmental Health.

Telephone: 01908 252398

Snow and Ice - the Councils Highway Services aim to keep priority roads and footpaths in Milton Keynes safe and, as far as possible, free from during inclement winter weather.

The process starts in November each year and continues until the last frosts of April. The Council is in direct contact with a European weather forecasting centre and receives updated weather forecasts on request and also uses computerised ice detection equipment, which reports current road temperatures.

Highway Services staff are on call 24 hrs a day to deal with winter weather duties during the winter service period.

Telephone: 01908 252289

Street Lighting - responsible for the maintenance of street lighting and to manage a variety of functions associated with the highways in the Borough of Milton Keynes.

If you are reporting a faulty street light, please help us to locate its position by providing the complete reference, painted in white, on the column.

If you witness an act of vandalism please note a description of the vandals, the time it occurred, its location and report it to the police as soon as possible by dialling 999.

Telephone: 01908 252838

Street problems - Intimidation, drunkenness, begging, public drug dealing, street prostitution and kerb-crawling are all street problems that fall under the definition of anti-social behaviour.

There are a range of new initiatives and the use of existing powers to combat these issues:

- suspension and revocation of licences where there are problems with anti-social drinking
- confiscation of alcohol from underage drinkers by police
- allowing local authorities to designate places where drinking in public is forbidden
- allowing the police to designate areas where they can disperse groups who are or may act anti-socially
- fines of £50 or £80 for a range of disorder-related offences
- use of anti-social behaviour orders (ASBOs) and injunctions to curb the behaviour of the anti-social minority
- parenting orders, which require parents to take responsibility for their child's actions

See [Anti-Social Behaviour Section for more information.](#)

Street Signage / Name Plates - many of the problems associated with street nameplate maintenance result from acts of vandalism that waste money, cause inconvenience to visitors and local residents.

If you witness an act of vandalism please note a description of the vandals, the time it occurred, its location and report it to the police as soon as possible by dialling 999.

To report a problem with a street furniture / nameplate:

Telephone: 01908 252838

Stray Dogs - Members of the public sometimes find or become aware of dogs wandering around on their own or in groups.

These dogs can be picked up and taken to the Police Station, or reported to the Dog Warden. If a dog has been picked up, the Dog Warden will collect it from you. You should not attempt to pursue a dog which is unwilling to be easily handled, but you can advise the Dog Warden of the whereabouts of the dog.

Dog Wardens will attempt to find the dog and catch it -they have the training, experience and equipment to do this safely.

If the dog has a means of identification – a name tag, tattoo or micro-chip implant, the Dog Warden will return it to its owner. Advice and a warning will be given to the owner.

If the dog is not identifiable, or the owner is not at home, the dog is taken to kennels to await collection. Unclaimed dogs are re-homed. A fine and kennelling fees are payable by owners who reclaim their dogs.

Milton Keynes Council provides a service to register information on lost dogs and collect stray dogs.

Telephone: 01908 252187

T

Tobacco Goods - it is an offence to sell cigarettes, tobacco and cigarette papers to a person under the age of 18 years old.

There are also further penalties for those who persistently sell cigarettes to persons under the age of 18. The magistrates can prohibit them from selling cigarettes from certain premises for up to one year.

In addition to the above, the police and Safer Communities wardens in uniform have the power to seize and dispose of tobacco products from a person under 16 years who is smoking in public.

Trees/Shrubs overhanging the highway

If any vegetation from a private property restricts pedestrians or is dangerous to vehicular traffic, action can be taken under the Highways Act 1980.

Telephone: 01908 252592

Truancy – if you suspect persistent truancy contact your local Neighbourhood Police or MK Council

Telephone: 01908 657800

UV

Untaxed Vehicle - if you see a vehicle on the public road with an out of date tax disc, you can report it online, by telephone or by post. You don't have to give your name. Your report will be investigated and enforcement action taken, if needed.

Telephone: 0800 0325 202

Unwanted Vehicles - Car owners in Milton Keynes are able to get rid of their old vehicles free of charge. Milton Keynes Council will remove unwanted, damaged or unroadworthy vehicles from outside people's homes.

This is much cheaper than paying a £200 Fixed Penalty Notice (issued to anyone found abandoning a vehicle). In addition, whenever the council traces the owner of an abandoned vehicle, it automatically imposes a statutory charge of £155.

To arrange collection from the council - complete the abandoned vehicle removal form, email us or call **01908 252277**. (You will need to make sure you have the V5 log book for the vehicle.)

Vandalism - if you see anybody vandalising public or private property please report it to the Police immediately.

To report vandalism to public property, such as public toilets, bus shelters or other street furniture please contact your parish council in the first instance. If the item is not their responsibility, they will refer it to the appropriate agency.
See Anti-Social Behaviour Section for more information.

Telephone: 08458 505 505

Verges - increasingly, serious damage is being caused to grass verges in our communities mainly due to irresponsible parking. Not only is this illegal, but there is also a serious risk of damage to underground services such as Utilities and Telecommunications cables that are typically laid in verges when developments are built.

Telephone: 01908 252625

WYXZ

Wasps – see section on Pest Control.

Telephone: 01908 252625

Waste Collection - see Household Waste and appendices

Water Leak - to report a water leak please ring **Anglian Water – 0800 771 881**

KENTS HILL & MONKSTON PARISH COUNCIL

You should always contact the clerk in the first instance.

Parish Clerk: Mrs. Amanda Wilmot

Address: PO Box 7508, Milton Keynes, MK11 9DL

Telephone: **07946 512523**

THAMES VALLEY POLICE

Use this number to report emergencies.

Always call **999** in an emergency.

MILTON KEYNES COUNCIL

There are two main offices in Central Milton Keynes, the Civic Offices at Saxon Gate East and Saxon Court Offices at Avebury Boulevard.

Offices are open from 9am - 5.15pm Monday to

**BUCKINGHAMSHIRE & MILTON
KEYNES FIRE AUTHORITY**

IN AN EMERGENCY, RING 999.

Emergency calls and enquiries should not be made directly to fire stations.

Address: Buckinghamshire Fire & Rescue Service, Brigade HQ, Stocklake, Aylesbury, Bucks, HP20 1BD

General enquiries **01296 744400**

Appendices

Compiled for the Kents Hill & Monkston Neighbourhood Action Group

Contents

- **Recycling & Waste - what goes where?**
- **Local Community Recycling Banks**
- **Waste - Community Recycling Centres**
- **Telephone Contact Numbers**
- **Policing Pledge**
- **SaferMK ASB Pledge**

Recycling and Waste - What goes where?

Green Bins

Yes please - add only the following to your green bin or green caddy:

			
All meat & bones	fish		
			
bread & pastries	dairy		
			
tea bags, loose tea and coffee	fruit & vegetables		
			
paper & card packaging	grass, weeds & leaves	sawdust, hay and bark	small branches*



*under 15cm (6 inch) in diameter



Please ensure that **all** your recycling and rubbish is ready for collection by 7am on your collection day.

Pink Sacks

Yes please - add only the following to your pink sacks:

	
paper and cardboard	envelopes without windows
	
aerosols	aluminium & steel cans
	
plastic bottles	plastic food packaging
	
aluminium foil	tetrapak containers



	
glass jars without lids	glass bottles



Blue Boxes

Yes please - add only the following to your blue box



All non-recyclable waste

Black Sacks

Yes please - add only the following to your black sacks:

	Paper	Glass Bottles & Jars	Food & Drink Cans	Plastic Bottles	Food & Drink Cartons	Foil	Mixed Textiles & Clothes	Books	CDs, DVDs, Videos, Cassettes, Vinyl
Bletchley Tesco Car Park Watling Street									
Bletchley Duncombe Street Car Park									
Bletchley Asda Car Park Denbigh North									
Central MK Christ the Cornerstone Car									
Central MK Avebury Boulevard Car Park by Iceland									
Emerson Valley White Horse Drive Clock Tower Car Park									
Fenny Stratford Denmark Street Car Park									
Kingston Winchester Circle Kingston Centre									
Stoke Goldington The Lamb Pub Car Park									
Stony Stratford Vicarage Road Car Park									
Wolverton Tesco Car Park Stratford Road									

Waste - Community Recycling Centres

Type	Community Recycling Centre	Local Community Recycling Banks	Other MK Council Service	Special and / or Other Means
Aluminium foil	■			
Asbestos				■
Car Batteries	■			
Batteries				■
Bicycles	■			
Books				■
Bric-a - brac	■			
Cans	■	■		
Cardboard and cards	■			
Carpet			■	
Cars			■	
CDs	■	■		
Chemicals	■			■
Clean, safe non toxic items				■
Clothing, textiles and shoes	■	■		■
Coat hangers	■	■		
Coins, medals and stamps				■
Computers	■			■
Cooking oil/fat				■
Drinks cartons	■	■		
Electrical items	■	■	■	■
Envelopes	■	■		
Fire extinguishers				■
Furniture			■	■
Gas Cylinders	■			■
Hardcore/rubble	■			
Printer/Ink/Toner cartridges				■
Light Bulbs	■			
Medicines				■
Metals	■	■		
Mobile phones				■
Nappies			■	■
Paint	■			
Plastic Bags				■
Plastic Bottles		■		
Spectacles				■
Toiletries				
Tools				■
Toys				■
Tyres/inner tubes	■			
Windows	■			
Wood	■			

Telephone Contact Numbers

Description	Telephone Number
Abandoned Vehicles	01908 252277
Anti-Social Behaviour	01908 691691
Ants	01908 252551
Asbestos	0800 0350087
Bees	01908 252551
Beetles	01908 252552
Benefit Fraud	0800 854 400
Black Sacks	1908 252570
Blocked Drains	01908 252353
Bonfires	01908 252398
Bulky Waste Collection	01908 252570
Burglar Alarms	01908 252398
Bus Shelters - Maintenance	01908 252398
Buy with Confidence	1908 691691
Citizens Advice Bureaux	0844 499 4122
Cockroaches	01908 252552
Crimestoppers	0800 555 111
Dangerous & Wild Animals	01908 252800
Dead Animals	01908 252625
Dog Fouling	01908 252400
Dog Litter Bins	01908 252570
Dogs - Lost & Found	01908 252187
Drains	01908 252353
Drains / Gullies	01908 252353
ENCAMS	01942 612621
Environmental Health	01908 252398
Environmental Service Helpline	01908 252625
Fire - Home Visit for Fire Check	01296 744477
Fire fighting and Rescue Services	01296 744400
Flooding	01908 252328
Fly Posting	01908 252270
Fly Tipping	01908 252270
Footpath Repairs	01908 252353
Graffiti Removal	01908 252570
Grass Cutting	01908 252592
Gritting	01908 252353
Hazardous Waste	01908 252570
Hedges	01908 252592
Highway Inspection (Anthony Hunt)	01908 252847
Highway Maintenance	01908 252353
Icy Roads	01908 252289
Landscape Maintenance	01908 252592
Litter	01908 252370
Milton Keynes Council	01908 691691
MK Mediation Service	01908 200828

Description	Telephone Number
Neighbourhood Disputes - (Rented) Private	8458 505 505
Neighbourhood Watch	01908 686169
Noise Nuisance	01908 252398
Out of Hours Service	01908 226699
Parking Standards	01908 252510
Parks & Open Spaces	01908 252592
Parks and Open Spaces (M.Barnes)	01908 252591
Parks Trust	01908 233600
Pavements	01908 252353
Pest & Animal Control	01908 252551
Pest Control Services	01908 252625
Pigeons	01908 252625
Pink Recycling Sacks	01908 252570
Planning Advice	01908 252358
Play Areas	01908 252592
Police	0845 8 505 505
Potholes	01908 252353
Public Sewer (Angliamn Water)	08457 145145
Recycling	01908 252570
Recycling Centre - Bleak Hall	01908 604171
Recycling Centre - New Bradwell	01908 315111
Recycling Centre - Newport Pagnell	01908 616312
Redways	01908 257926
Refuse Collection	01908 252570
Ringmaster	08458 505 505
Road Gritting	01908 252353
Rubbish	01908 252370
Safer Communities	01908 252400
Safer MK	01908 252767
Smells	01908 252398
Smoke	01908 252398
Snow & Ice	01908 252289
Street Cleansing	01908 252570
Storm Water Drains	01908 252353
Stray Dogs	01908 252187
Street Lighting	01908 252838
Street Name Signage	01908 252838
Trees & Shrubs	01908 252592
Trolleys	01908 252570
Truancy	01908 657800
Untaxed Vehicles	0800 0325 202
Unwanted Vehicles	01908 252277
Wasps	01908 252625
Waste (Herbie Dawson)	01908 378574
Water Leak (Anglian Water)	0800 771 881

Policing Pledge

The police service in England and Wales will support law abiding citizens and pursue criminals relentlessly to keep you and your neighbourhoods safe from harm.

We will:

1. Always treat you fairly, with dignity and respect, ensuring you have fair access to our services at a time that is reasonable and suitable for you.
 2. Provide you with information so you know who your dedicated Neighbourhood Policing Team is, where they are based, how to contact them and how to work with them.
 3. Ensure your Neighbourhood Policing Team and other police patrols are visible and on your patch at times when they will be most effective and when you tell us you most need them. We will ensure your team are not taken away from neighbourhood business more than is absolutely necessary. They will spend at least 80% of their time visibly working in your neighbourhood, tackling your priorities. Staff turnover will be minimised.
 4. Respond to every message directed to your Neighbourhood Policing Team within 24 hours and, where necessary, provide a more detailed response as soon as we can.
 5. Aim to answer 999 calls within 10 seconds, deploying to emergencies immediately, giving an estimated time of arrival, getting to you safely, and as quickly as possible. In urban areas, we will aim to get to you within 15 minutes and in rural areas within 20 minutes.
 6. Answer all non-emergency calls promptly. If attendance is needed send a patrol giving you an estimated time of arrival and:
 - If you are vulnerable or upset aim to be with you within 60 minutes
 - If you are calling about an issue that we have agreed with your community will be a neighbourhood priority and attendance is required, we will aim to be with you in 60 minutes.
 - Alternatively, if appropriate, we will make an appointment to see you at a time that fits in with your life and within 48 hours.
 - If agreed that attendance is not necessary we will give you advice, answer your questions and/or put you in touch with someone who can help.
1. Arrange regular public meetings to agree your priorities, at least once a month, giving you a chance to meet your local team with other members of your community. These will include opportunities such as surgeries, street briefings and mobile police station visits which will be arranged to meet local needs and requirements.
 2. Provide monthly updates on progress, and on local crime and policing issues. This will include the provision of crime maps, information on specific crimes and what happened to those brought to justice, details of what action we and our partners are taking to make your neighbourhood safer and information on how your force is performing.
 3. If you have been a victim of crime, agree with you how often you would like to be kept informed of progress in your case and for how long. You have the right to be kept informed at least every month if you wish, and for as long as is reasonable.
 4. Acknowledge any dissatisfaction with the service you have received within 24 hours of reporting it to us. To help us fully resolve the matter, discuss with you how it will be handled, give you an opportunity to talk in person to someone about your concerns and agree with you what will be done about them and how quickly.

We want to do our best for you, but if we fail to meet our pledge we will always explain why it has not been possible on that occasion to deliver the high standards to which we aspire and you deserve.

You can find out about policing priorities identified in your neighbourhood and arrangements for public meetings on the Thames Valley Police website: www.thamesvalley.police.uk

SaferMK's ASB Pledge

- Treat individuals fairly, with dignity and respect, ensuring you have fair and equal access to our services
- Investigate, record and assess every report of anti-social behaviour
- Contact you within five working days of receiving your case to determine the level of support required
- Reports of anti-social behaviour requiring an immediate response will be forwarded to the police or appropriate agency without delay for them to action
- Ensure those requiring further support have a single person to contact, and provide their contact details including email and phone number
- Keep you informed of the case progress
- Consider the full range of criminal and civil legal actions that may be taken against the individual(s) or group causing the problem
- Work with other agencies to provide appropriate support services to everyone involved
- Work closely with all partnership agencies including Neighbourhood Action Groups to ensure that anti-social behaviour is tackled within your community
- Consult annually with our communities to ensure that the actions we are taking are the right ones in order to reduce anti-social behaviour
- Acknowledge any dissatisfaction with the service you receive and investigate it fully

www.SaferMK.com