ENCircle AUTUMN 2016
The latest news and service information from East Northamptonshire Council

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Picture of Fotheringhay Church by the River Nene | Paul Lashmar
Welcome to the autumn 2016 edition of ENCircle, packed full of the latest news and service information from our district council. This time we’re bringing you updates on our customer contact centres (page 5), the latest recycling stats (page 7), and lots more.

With autumn comes the return of the exciting Nene Valley Festival, now in its third year! This diverse programme of events, which runs 17 – 25 September, aims to inspire more people (both residents and visitors) to connect with the wildlife and heritage of the Nene Valley. Visit www.nenevalley.net for the listings. There really is something for everyone.

This September I will be one of the Mayor of Thrapston’s guests at his Civic Service. I am also due to attend a celebration for the 21st anniversary of Volunteer Action, Driving for the Community, an excellent Oundle-based voluntary organisation which provides low-cost car lifts for people needing to access medical and other appointments.

In November I will be opening the annual Youth Conference in Rushden. The theme this year is community safety, which will include raising awareness on countering hate crime. I’m looking forward to answering questions and discussing issues with the young people who attend.

Warmest regards

Cllr Rupert Reichhold

Popular festival returns to the Nene Valley this autumn

A festival which celebrates the unique heritage wildlife and culture of the Nene Valley is back for its third year this autumn.

From 17 – 25 September, the Nene Valley Festival will present an eclectic programme of outdoor family events, guided tours, water pursuits, concerts, cycle rides, local walks, foodie events and much more!

Featuring over 85 events at key locations along the Nene Valley, from Northampton to Peterborough, the festival is a must for wildlife and culture lovers of all ages looking for inspiration, tranquility and new experiences.

The Nene Valley Festival is being organised through the Destination Nene Valley project, which aims to promote the Nene Valley as a competitive, sustainable destination offering wildlife and heritage to a mixture of local, national and international audiences.

Visit www.nenevalley.net and follow @_nenevalley #nenevalley2016 on Twitter for up to date information on the festival programme.
We leaf nothing behind with our Garden Waste Service

For only £52.02 a year, residents can sign up to our Garden Waste Service. You’ll get a 240L bin (black with a brown lid) that is emptied once a fortnight, normally the same day as your recycling bin is emptied. Occasional gardeners can buy ten 75 litre compostable garden waste sacks for £15.15, to collect and store garden waste in. Use these as and when you choose.

For more information or to sign up to the service, visit www.east-northamptonshire.gov.uk/gardenwaste or telephone 01832 742026.

Top tips:

- You can save money and reduce waste by eating, cooking or freezing food by the ‘Use By’ date.
- Freezing acts as a pause button and it is safe to freeze food up until the ‘Use By’ date.
- This includes meat, and meals cooked from previously cooked and frozen meat e.g. leftovers from a roast chicken.
- Once defrosted the pause button is off so you should only defrost food as needed and eat within 24 hours.
- Remember Eat it, Cook it or Freeze it by the ‘Use By’ date (see more at www.food.gov.uk/useby).
- Food past its ‘Use By’ date is not safe to eat even if it looks or smells fine.
- ‘Best Before’ dates are about quality. Food will be safe to eat after this date but may not be at its best.

IN ASSOCIATION WITH

Food Standards Agency
food.gov.uk

Eat it, Cook it, Freeze it!

In the UK we throw away seven million tonnes of food and drink from our homes every year, the majority of which could have been eaten. Wasting this food costs the average household £470 a year. If we all stopped wasting food the benefit to the planet would be the equivalent of taking one in four cars off the road.

There are two main reasons why we throw away good food: we buy or make too much or we don’t use it in time.

Small changes will make a big difference, and everyone can play their part. Almost 50% of the total amount of food thrown away in the UK comes from our homes.

Meat and fish waste together costs £2.1 billion a year.

Meat and fish contributed to 570,000 tonnes of waste. Around 300,000 was avoidable (200,000 tonnes was unavoidable e.g. bones).

There is evidence that people do not currently freeze or are nervous about freezing meat (52% surveyed wouldn’t freeze turkey or chicken, 41% of those surveyed do not know that defrosted meat can be safely refrozen after cooking).

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Noisy neighbour? Read our advice on how to deal with noise nuisance at www.east-northamptonshire.gov.uk/noise

customerservices@east-northamptonshire.gov.uk | 01832 742000
Tackling crime and anti social behaviour across East Northamptonshire

Throughout the summer months the Police Safer Community Team for East Northamptonshire ran many operations, including Operation Graze. These were dedicated patrols within the rural parks of East Northamptonshire to help reduce thefts from motor vehicles. PCSOs went out to give advice and check the security of vehicles in our country parks.

If you notice anyone acting suspicious when out and about, please report it to Northamptonshire Police on 101.

In addition to this, there has been a reduction of reported incidents relating to motorcycle nuisance, particularly in the Raunds area which has resulted in section 59 (the power to seize a motor vehicle that is causing alarm, distress or annoyance) warnings being issued to those identified as causing the disturbance.

Members of the public are encouraged to report anti social behaviour, specifically nuisance involving motorcycles, to Northamptonshire Police. Under the Police Reform Act 2002, the police are able to issue warnings to those causing alarm, distress or annoyance to members of the public or those contravening section 3 or 34 of the Road Traffic Act 1988. This can ultimately lead to the vehicle being seized by police and is a very useful tool when dealing with incidents of this nature.

Northamptonshire Police, in partnership with other agencies, will be running additional planned operations including speed checks, surgeries and anti social behaviour patrols.

Be connected to Community Safety

Community Safety Team, East Northamptonshire Council
01832 742204 communitysafety@east-northamptonshire.gov.uk

Enviro crime can be reported to East Northamptonshire Council
01832 742000 | online www.east-northamptonshire.gov.uk/envirocrime

Northamptonshire Police
101 – non emergency. Always call 999 in an emergency.
www.northants.police.uk

Crimestoppers | 0800 555 111

Northamptonshire County Council Street Doctor | 0300 126 1000
(for reporting most problems on the roads or highways)

For more useful contacts please visit www.east-northamptonshire.gov.uk/communitysafety

Want to have your say on how the council works? Sign up to the Residents’ Panel at www.east-northamptonshire.gov.uk/survey

Save time - go online www.east-northamptonshire.gov.uk/doitonline
Did you know you can visit our Customer Services team not only in Thrapston and Rushden, but in Oundle, Irthlingborough and Raunds too?

We’re working with the library service, as part of a successful partnership arrangement, to bring our services to you, our customers.

From benefit applications to waste enquiries, we can help you get the job done at the libraries in Oundle, Irthlingborough and Raunds.

Oundle Customer Services moved into the library in 2014, after a period of time in the town centre. We now work alongside the library advisors to offer the full range of council services to our residents in the north of the district.

Don’t forget, you can access our services 24/7 on our website www.east-northamptonshire.gov.uk/doitonline

You can visit us in Oundle Library Monday to Friday, 10am – 1pm.

Irhlingborough Customer Services has been in this office since 2009 and has grown in popularity, now needing two Customer Service Advisors to deal with the number of visitors.

Find us in Irthlingborough Library every Wednesday, 10am – 1pm.

This year, Customer Services started working from Raunds. Visitor numbers are doubling each month! We are monitoring footfall to make sure we have the right number of advisors and opening hours at this venue.

You can pop in to do your council business at Raunds Library every Thursday 10am – noon.

Bin not been emptied?

Your refuse, recycling and food waste bins should be emptied by 3pm on your collection day.

If it is not emptied by that time, please let us know by going online and filling in a form which can be found at www.east-northamptonshire.gov.uk/waste

Please remember that your food waste could be collected at a different time to other waste, so please leave this bin out until emptied.

Who to contact about schools

Schools in Northamptonshire are looked after by Northamptonshire County Council www.northamptonshire.gov.uk
Recycle Week 2016

As part of Recycle Week’s campaign taking place between 12 – 18 September, a major hunt is underway for the ‘The Unusual Suspects’, many of which could be lurking in your home.

You may be familiar with the usual suspects – the plastic drinks bottles, food and drinks cans, jam jars, cardboard boxes and newspapers, for example. But to become true recycling masterminds, we need to be looking for suspects in the more unlikely places.

Many of us overlook items such as aerosol cans and toilet roll tubes – the evidence can be found in your grey lidded refuse bins.

Look out for the unusual suspects - tissue boxes, shampoo and conditioner bottles, dishwasher tablet boxes and bleach bottles, and you may even be able to use your nose to sniff out specimens such as glass beauty crème pots, perfume and aftershave bottles and deodorant aerosol cans.

Toothpaste boxes for example – if everyone in the UK recycled one toothpaste box, it would save enough energy to run a fridge in over 2,000 homes for a year. Or, if everyone in the UK recycled one aluminium deodorant aerosol can, enough energy would be saved to run a TV in over 151,000 homes for a year.

For more information about recycling, visit www.east-northamptonshire.gov.uk/recycling or telephone 01832 742026.

Getting the right council

As you would expect, we get lots of calls, emails and tweets on a daily basis asking us about a variety of services. The majority of these we can help with, but we often get a query about a service that is supplied by either Northamptonshire County Council or a local town/parish council.

Below are the top ten calls/emails/tweets we receive that are looked after by another authority:

<table>
<thead>
<tr>
<th>Service</th>
<th>Authority</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allotments/cemeteries</td>
<td>Local town/parish councils (TP)</td>
</tr>
<tr>
<td>Blue Badge (apply and renewals)</td>
<td>Northamptonshire County Council (NCC)</td>
</tr>
<tr>
<td>Bus passes (renewals)</td>
<td>Northamptonshire Libraries (NL)</td>
</tr>
<tr>
<td>Dropped kerbs</td>
<td>South Northamptonshire District Council (SD)</td>
</tr>
<tr>
<td>Hedge/tree/grass cutting</td>
<td>South Northamptonshire District Council (SD)</td>
</tr>
<tr>
<td>Highways (pot holes/drains)</td>
<td>Northamptonshire County Council (NCC)</td>
</tr>
<tr>
<td>Schools (admissions)</td>
<td>Northamptonshire County Council (NCC)</td>
</tr>
<tr>
<td>Social Services (adult/child care squad)</td>
<td>Northamptonshire County Council (NCC)</td>
</tr>
<tr>
<td>Street lights (installation and faults)</td>
<td>South Northamptonshire District Council (SD)</td>
</tr>
<tr>
<td>Transport (buses, parking)</td>
<td>South Northamptonshire District Council (SD)</td>
</tr>
</tbody>
</table>

Allotments and cemeteries are owned by local town/parish councils (TP).

The majority of the services are looked after by Northamptonshire County Council (NCC) and their Northamptonshire Highways department.

Reporting issues with roads, for example pot holes and street lights not working, should be done through the Street Doctor (SD). You can do this online at www.northamptonshire.gov.uk/streetdoctor

For bus pass renewals, you need to contact Northamptonshire Libraries (NL) or go online at www.northamptonshire.gov.uk/libraries and find your closest library.

Visit www.northamptonshire.gov.uk for a full list of county council services.

Do you know who your councillor is? Find out who represents you at www.east-northamptonshire.gov.uk/councillors

Save time - go online www.east-northamptonshire.gov.uk/doitonline
Your council by numbers

Waste and recycling

The amount of food waste collected:
- **894 tons** in 2015
- **1275 tons** in 2016

The amount of recycling collected:
- **4522 tons** in 2015
- **4760 tons** in 2016

The amount of garden waste collected:
- **702 tons** in 2015
- **972 tons** in 2016

Going online

248,709 visitors to www.east-northamptonshire.gov.uk in the last 12 months

The top five most looked at pages:
- Planning
- Council Tax
- Jobs
- Payments
- Garden Waste

We're currently experiencing technical problems with our council news and waste service Facebook pages. Follow us on Twitter at @ENCouncil for daily updates and useful information.

customerservices@east-northamptonshire.gov.uk | 01832 742000
Celebrating the Heritage, Wildlife & Culture of The Nene Valley

nenevalley
Festival 2016
17 - 25 September

Enjoy an eclectic programme of outdoor events, art workshops, concerts, foodie events and much more!

@_nenevalley   #nenevalley2016   nenevalley.net