



North Kesteven District Council Footway Lighting

From 1 April the way you report a fault or repair to one of our Footway Lights changes.

From 1 April all reports of footway lighting faults should be directed to Lincolnshire County Council who will be responsible for maintaining our lights under a new contract.

Problems can be reported in the following ways.

- Visit our web site www.n-kesteven.gov.uk and use the reporting form which will be sent to Lincolnshire County Council.
- Visit the Lincolnshire County Council website www.lincolnshire.gov.uk, enter street lighting in the search box and follow the instructions or email

- street lighting@Lincolnshire.gov.uk
- Call Lincolnshire County Council on 01522 782070
- If you call NKDC we will pass your report to Lincolnshire County Council but will give you the new number for future calls about footway light faults.

The changes are to offer you a simpler process for reporting lighting faults and improve the service.

📞 01522 782070

@streetlighting@lincolnshire.gov.uk

Making Contact

A new easier way for older people to access a wide range of services and information to help them stay safe and well in their own homes has been launched.

First Contact offers a single contact point for the over 60s after they complete a simple checklist to identify the information and support they would appreciate.

NKDC and its Housing Team are partners in the project alongside Lincolnshire County Council, other district councils, Adult Social Care, Lincolnshire Fire & Rescue, Age Concern, Lincolnshire Energy Efficiency Advice, Lincolnshire Police, Local Pension Service and voluntary organisations.

Contact First Contact by email:
firstcontact@lincolnshire.gov.uk
or call on 01522 782172.

Roles and Responsibilities of Parish Partnership Officers

At the Parish Partnership Evaluation Workshop a number of the attendees requested further clarification on the roles and responsibilities of the Parish Partnership Officers (PPOs).

Contacts - They will assist with the co-ordination when required to develop relationships and where appropriate co-ordinate the response to a local council where an issue may cover more than one service. Many parishes in North Kesteven have long-established working relationships with different officers at NKDC, Lincolnshire County Council and other public sector organisations, and make direct approaches to them when necessary.

Knowledge Sharing - It is the role of the PPOs to respect the different priorities and direction of the various Cluster groups. They will ensure that

they are able to share examples of good practice and initiatives with all the Clusters, keep Parishes informed about key developments and seek out opportunities for information sharing by other agencies.

Project Co-ordination - Parish Partnership Officers become involved in issues and projects within Parishes and Clusters, some of which are instigated by the local councils themselves whilst others arise from national policy and strategies. The PPOs' primary role is to facilitate actions and encourage creative thinking that will solve the issues or progress projects. Parish Partnership Officers will add value by contacting and engaging professionals who are best placed to assist the Parish. Timescales will be developed taking into account the needs of Clusters and the availability of other professionals.

Monitoring of Agreed Actions - It is the responsibility of the PPOs to monitor the progress of the actions that have been agreed and recorded in the notes of the Cluster meetings. Any difficulties that are encountered will be reported to the Chair of the Cluster, together with a suggested way forward that has been discussed with senior officers at NKDC.

Administrative Role - There is also an administrative role surrounding the Cluster Meetings which includes booking suitable venues, preparing agendas, drawing up brief action notes, agreeing these notes with the Chair, and circulating these notes after the Cluster meeting. This is dependent on the needs of the Cluster and other arrangements that may be in place. The PPO will brief the appropriate Corporate Management Team member at North Kesteven District Council.

Transport issues explained...

Often residents are not sure which bus company serves their village and where they go to. Most people have heard of CallConnect but few know how to register and it's not just for the over 60s - even young people can use it.

Public Transport

To find bus timetables, information on routes and stops, check the county council website from home or use the internet free at your nearest library.

Go to www.lincsbus.info and click on your village or town to find the bus routes. Click on the timetable sidebar to locate the service you require.

Plan your journey and transport at www.traveleastmidlands.co.uk

Dial-A-Ride

This is door to door transport for people with disabilities and the over 60s who cannot use public transport.

You need to register to book the accessible, modern minibus to pick you up from home and take you to your destination, which can include shopping or medical appointments.

Registration and information on **0845 456 4474**. In and around Lincoln and North Hykeham, the Lincoln Area Dial-A-Ride service is on **01522 544983**

CallConnect

CallConnect is a public bus service but you need to register to book your journey. Services are available to everyone on a 'dial-a-bus' basis. From

7am – 7pm, Monday to Saturday, you can use CallConnect to get to work, shopping, school or leisure. Call on **0845 234 3344 (lo-call rate)** to register and you can then request a journey up to seven days in advance. For same-day travel two hours notice is needed.

There is also a text booking system; call the Booking Centre for details. Journey requests can also be made online at www.lincsinterconnect.com. Concessionary bus passes can be used.

Bookings are made on a first-come first-served basis.

The Booking Centre **0845 234 3344** is open Monday to Friday 8.30am-5pm and Saturdays 9am-4pm.

Voluntary or Community Car Schemes

Volunteer car owners provide transport to help others in their community without access to public transport.

Passengers pay a mileage rate and transport is booked through a central coordinator. Some car schemes will only take people to medical appointment but most will take you to any destination.

Find out if your village is covered at

www.a2blincs.org.uk. Click on provider search and find your village with the A-Z buttons.

If you own a car and have a little spare time to volunteer, contact Nina Lightfoot on **01529 307502**

Bring Banks

Paper and can recycling banks the District Council has at various sites across the area will be removed from March 31.

Glass banks will remain in place a while longer as the contract with the emptying company does not expire until August 31, 2011.

Residents are reminded that paper and cans can be put into the green-lidded recycling bin for collection.

Further details: please contact Nina Camm by emailing nina_camm@n-kesteven.gov.uk or call 01529 414155 ext 2640.

Look out for a new Refuse & Recycling leaflet being delivered to homes in late March. It includes useful information on Council services and a handy magnetic calendar of collection dates for the year ahead.

help to improve your home

North Kesteven District Council can provide grants and services to help improve your home if you can answer **YES** to the following:

- You are an owner occupier
- You are in receipt of certain benefits
- Your house is in a poor state of repair

Repair grants could help with rectifying rotten doors & windows, dampness, roof leaks, old electrics or other unsafe living conditions

Heating & insulation measures are FREE to those on certain benefits or if anyone in the property is over 70 (insulation grants only)

Other help that is available:

- Disabled Facilities Grants – alterations to meet disabled persons needs
- Private rented sector enforcement – where rented accommodation is of a poor standard
- Energy efficiency advice – help to save energy and lower bills
- Agency services – support & advice with home improvements

*All grants are subject to eligibility and a property inspection by the Council



For more details, ring the Housing Renewal team on **01529 414155 (01522 699699 from a Lincoln number)**