

CAMBOURNE PARISH COUNCIL

District of South Cambridgeshire

COUNCIL MEETING 3rd June 2014

GENERAL CORRESPONDENCE

FROM	SUBJECT
Campbell Ross-Bain – Bus Operations & Facilities Manager, Cambridgeshire County Council	Letter Regarding Cambridge Park and Ride
Paul Hollinghurst	Email Regarding Area C Demand Responsive Transport Service 28
Gareth Bell – Communications Manager, South Cambs District Council	Email Regarding Parish Bulletin, May 2014
Amanda Davies – Communications Officer, Cambridgeshire County Council	Email Regarding Odd Jobs around the home – Handyperson Services survey.

My ref:
Your ref:

Date: 29 March 2014

Contact: Campbell Ross-Bain
Direct dial: 01223 845561
E Mail: Campbell.ross-bain@cambridgeshire.gov.uk



Economy, Transport and Environment
Executive Director, Graham Hughes

All Councillors

Box No. ET1026
Trumpington Park & Ride
Hauxton Road
Cambridge
CB2 9FT

Dear Sir/Madam

Cambridge Park & Ride

I am writing to all Councillors in South Cambridgeshire to update you on the new system of operation for the above services.

I stated in my letter of 24th March that I would advise of any amendment to the stated program start date. I can confirm that the introduction of the new system has been moved back slightly to the middle of July.

Please see attached a leaflet outlining the changes coming in plus the system of operation.

The exact date of introduction will be signposted in the press, on our website and at the sites themselves nearer the launch time. If for any reason the program is amended, this will be communicated to members of the public.

Yours sincerely

Campbell Ross-Bain
Bus Operations & Facilities Manager



Parking charges are to be introduced at all Cambridge Park & Ride sites from July 2014

From July 2014 a £1 parking charge will be introduced for anyone to park at each of the five Cambridge Park & Ride sites

- Babraham Road
- Madingley Road
- Milton
- Newmarket Road
- Trumpington

How much will it cost?

The £1 charge will allow you to park for between 1 and 18 hours

There will be a 1 hour free period to allow drop-offs and pick-ups of bus passengers and also to enable people to pick up purchases from the John Lewis distribution centre based at Trumpington.

How do I pay?

Daily tickets can be purchased from ticket machines outside the main buildings on the sites.

There are no barriers and the ticket does not need to be displayed in the vehicle. The system uses cameras that have automatic number plate recognition on entrances and exits. Failure to purchase a ticket after 1 hour will be treated as a parking violation and enforcement action taken by the issuing of a Penalty Charge Notice.

Does it affect concessionary bus pass and blue badge holders?

At present concessionary bus pass holders can still use their pass

for free travel on Park & Ride services but they must still pay to park or a penalty Charge Notice will be issued. Blue Badge holders are also required to pay for parking.

Can I park for longer?

Parking for longer than 18 hours will be allowed but the following charges will apply

- Between 18 and 24 hours £10
- Between 24 and 48 hours £20
- Between 48 and 72 hours £30

The maximum permitted stay is 72 hours. The above tickets are available from the ticket machines or online (see below).

Are there discounts for advance purchasing?

Discounts are available for advance purchasing of tickets on-line or via a mobile phone. Discounted prices for advance purchasing are as follows:

- Weekly (up to 7 days) £ 5
- Four weekly £ 18
- Annual £230

Discounted tickets will be available on line from the website listed below. Customers wishing to pay by mobile phone will also need to register first on the same website.

www.cambridgeparkandride.com

When do I get my bus ticket?

- Park and Ride passengers may pay for the bus service that they require at the same time as they purchase their parking ticket. Or they can get the ticket from the driver but you must have purchased a valid parking ticket first
- National Express passengers must pay for parking at the Park and Ride site and buy a ticket for their journey from the driver or in advance according to National Express rules

Liz Pinchen

From: Paul <paul@banleen.co.uk>
Sent: 27 May 2014 17:23
To: Cllr.Elcox@scambs.gov.uk; sebastian@sclibdems.org.uk;
clerk@cambourneparishcouncil.gov.uk; cllr.hume@cambourneparishcouncil.gov.uk;
cllr.crocker@cambourneparishcouncil.gov.uk;
cllr.plunkett@cambourneparishcouncil.gov.uk
Subject: Area C - Demand Responsive Transport Service 28
Attachments: Future transport DRT signed off 12-05-14.pdf

I thought I should contact a few of the people from the Area C committee about some of my concerns about Route 28 and the Demand Responsive Transport service which is starting on June 2nd, the details of which were circulated earlier in month by Paul Nelson from CCC (copy attached).

I have some serious concerns about some aspects of the service which CCC are going to be run, with issues which I don't believe were made clear to us in the working group meetings, the last of which was held in September 2014. The leaflet is unclear about some aspects of the service (I think it will need updating when a second edition of the leaflet is produced), but I have checked the following points with Paul Nelson.

Firstly, it is only going to serve people wanting to make a journey from one of the core villages marked in Blue (and return). It cannot be booked for journeys in the other direction (for example someone from Cambridge visiting a friend in one of the villages). In this respect the DRT service does not replace what was there before where you could travel from Cambridge to, say, Gamlingay on the 18. To be honest I am not sure how they intend to police this - are they really intending to end up with someone being given a lift into Cambridge then not being allowed to use the Citi 4/18 + DRT service to get back home, or perhaps this is only allowed if you can prove you live in one of the villages.

Secondly, the service needs to be booked by 1pm the day before. At one of the later working group meetings we were told that the aim would be to allow bookings on the day subject to availability, so this is a change, and I think a substantial loss of flexibility. I gather this was still an aspiration when the contract was put out to tender, but seems to have been rejected at some point. I could understand if the wording in the leaflet recommended people to book by 1pm the day before, but I think people booking on the day should be accommodated if possible.

On a positive side, I see they say Stagecoach Dayrider Plus tickets will be valid and can be bought on the service - this is certainly very welcome for passengers. The inclusion of St Neots in the Demand Responsive Transport area as a drop off point is also welcome to give access to the town and railway station, even though it is not shown on the map on the front of the leaflet - it is only mentioned in the words inside.

Regarding the leaflet itself, the map on the front should have St Neots and its railway station marked as a Green zone (this is an important part of the service) and the explanation of the service made much clearer in the key and the "Where can I travel to?" paragraph inside (which doesn't even refer to the significance of Blue and Green on the map).

To be honest I am unlikely to use the service myself, not because of the issues above, but because it doesn't cover journeys I am likely to make (living in Cambridge, working on Cambourne Business Park and wishing to access St Neots station and the X5 from Cambourne). However, I see it as an important public transport development (an area of interest for me away from work) so attended the working group to understand how the area could be better served.

I would be interested to hear if you have any views about the above, especially as other parts of Cambridgeshire may go through the same process, and Paul Nelson says there is an intention to review service 28 as it develops. Having said that I don't want to see it launching with obvious flaws.

Best regards,

Paul

Paul Hollinghurst
110 Catharine Street, Cambridge CB1 3AR

Service starts
2 June 2014

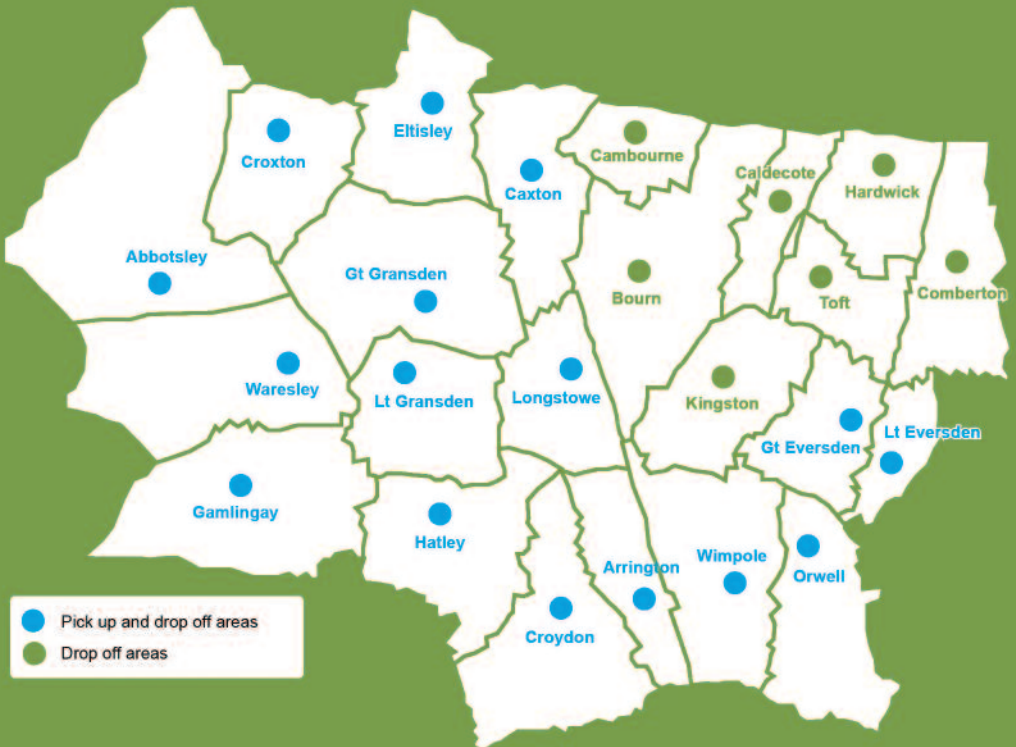


Cambridgeshire
County Council

Demand Responsive Transport

SERVICE 28

- Your guide to the service for villages in South Cambs
- Service operated by HACT, under contract to Cambridgeshire County Council



What you need to know about the new

SERVICE 28

What is a DRT (Demand Responsive Transport) service?

DRT is pre-booked transport that uses small buses in areas not served by conventional buses. The service will be available to pick you up between 08:45 and 15:15 on Mondays to Saturdays except for on Thursdays when the service will be available when it isn't operating the timetable shown in this leaflet.

Where can I travel to?

Any of the villages shown on the map on the front cover, or to the nearby town of St Neots or Cambourne. Or you could go even further afield by catching a connecting service.

How can I catch it?

You will be picked up at a convenient point which will be agreed when you book your journey.

Who runs the service?

HACT (Huntingdonshire Association for Community Transport).

Do I have to book in advance?

Yes, as it is on a first come first served basis. But all you need to do is just phone up HACT on 01480 411114 to book. You can make multiple bookings when you ring but usually these are limited to up to a month in advance.

What time is the HACT office open for bookings?

The booking office is open between 8am and 4pm, Monday to Friday, which makes it very easy for you to call and book your journey.

When is the latest I can book?

At least 1pm the day before you want to travel.

How much will it cost to use?

Journeys will be charged like a bus fare. You will be advised of the fare when you book your journey and a ticket will be issued when you board. If you wish to use the service to connect onto a Stagecoach service for onward journeys please make sure you ask for a Dayrider Plus ticket so that you do not need to pay twice. Concessionary bus passes will be valid on all journeys, in accordance with the standard terms of validity.

Is this the only service available to us?

No. Service 28 will also provide fixed route journeys during morning and evening peak times and a weekly fixed journey to St Neots on a Thursday. In addition the C2 will continue to provide a fixed route Thursday service to St Neots, plus Stagecoach will carry on running their hourly service 18 serving Bourn, Cambourne, Comberton, Kingston and Toft.

Gamlingay – Comberton**SERVICE 28**

MONDAY TO SATURDAY

Notes:	A	Sch
Gamlingay, Mill Street, opp Church Street	06:46	07:49
Waresley, Manor Farm Road, St James's Church	06:54	07:57
Great Gransden, Fox Street, Eltisley Road	06:58	08:01
Little Gransden, Main Road, opp Church Street	07:01	08:04
Longstowe, Old North Road, opp School Lane	07:08	08:11
Arrington, Ermine Way, opp No. 75	07:13	
Wimpole, Cambridge Road, opp No. 35	07:16	
Orwell, Hillside, No. 37	D	
Little Eversden, Harlton Road, No. 33	07:20	
Great Eversden, Church Street, Wimpole Road	07:24	
Kingston, The Green, opp Field Road	07:26	
Comberton, West Street, opp Kentings	-	08:20

Notes: A Change at Kingston to Stagecoach 18 for onward journeys to Cambridge

D stops on A603 near Orwell

Sch runs Monday to Friday when Comberton Village College is open

**Cambourne – Gamlingay
Comberton – Eltisley****SERVICE 28
SERVICE 28**

MONDAY TO SATURDAY

Notes:	B	C
Cambourne, High Street, opp Sackville Way	15:50	-
Comberton, West Street, Kentings		17:26
Great Eversden, Church Street, opp Wimpole Road		17:36
Little Eversden, Harlton Road, High Street		17:40
Orwell, Hillside, opp No. 31		D
Wimpole, Cambridge Road, No. 35		17:44
Arrington, Ermine Way, No. 75		17:47
Longstowe, Old North Road, Fox Road	16:00	
Longstowe, Old North Road, opp Fox Road		17:52
Caxton, Ermine Street, opp King's Gate	(15:57)	17:55
Little Gransden, Church Street, Main Road	16:04	
Great Gransden, Fox Street, opp Eltisley Road	16:08	18:07
Little Gransden, Main Road, opp Church Street		18:10
Gamlingay, Church Street, opp No. 7		18:15
Waresley, Manor Farm Road, St James's Church		18:23
Waresley, Manor Farm Road, opp St James's Church	16:13	
Gamlingay, Church Street, No. 7	16:21	
Eltisley, St Neots Road, opp The Green	-	18:31

Notes: B Change at Cambourne from Stagecoach 18 for journeys starting at Cambridge via Comberton

C Change at Comberton from Stagecoach 18 for journeys starting in Cambridge

D stops on A603 near Orwell

Service operated by HACT – **01480 411114**

Cambourne – St Neots**SERVICE 28****THURSDAY ONLY**

Cambourne, High Street, opp Sackville Way	09:30
Lower Cambourne, School Lane, opp Apley Way	09:32
Caxton, Ermine Street, opp King's Gate	09:37
Longstowe, Old North Road, Fox Road	09:43
Little Gransden, Church Street, Main Road	09:47
Great Gransden, Fox Street, opp Eltisley Road	09:51
Little Gransden, Main Road, opp Church Street	09:54
Gamlingay, Church Street, opp No. 7	09:59
Gamlingay, Green Acres, opp Rowan Gardens	10:01
Waresley, Manor Farm Road, St James's Church	10:08
Abbotsley, St Neots Road, opp Vicarage Farmyard	10:14
Eynesbury, Chapman Way, Tesco	10:20
St Neots, Market Square, Stop A	10:30

St Neots – Cambourne**SERVICE 28****THURSDAY ONLY**

St Neots, Market Square, Stop A	13:00
Eynesbury, Chapman Way, Tesco	13:10
Abbotsley, St Neots Road, Vicarage Farmyard	13:16
Waresley, Manor Farm Road, opp St James's Church	13:22
Gamlingay, Green Acres, Rowan Gardens	13:29
Gamlingay, Church Street, No. 7	13:31
Little Gransden, Church Street, Main Road	13:36
Great Gransden, Fox Street, Eltisley Road	13:39
Little Gransden, Main Road, opp Church Street	13:43
Longstowe, Old North Road, opp Fox Road	13:47
Caxton, Ermine Street, King's Gate	13:53
Lower Cambourne, School Lane, Apley Way	13:58
Cambourne, Broad Street, opp De La Warr Way	14:00



May's Parish e-bulletin – news and information from South Cambridgeshire District Council

Welcome to May's edition of our regular parish e-bulletin. As before, this edition includes information that parish councils may want to discuss, important notices we want you to be aware of, as well as news from around the district.

1) Plan ahead for Le Tour de France – Monday 7 July

On Monday 7 July, the biggest annual cycling event in the world – Le Tour de France – is coming to Cambridge and will be travelling through South Cambridgeshire. It is going to be an exciting, colourful and very busy day and the message to residents and businesses is “plan ahead”. The A1301 in the district will be closed from 7am until 3pm. Whilst the A505 will remain open during this time, traffic will not be able to cross the A1301 whilst it is closed. The information leaflet that has been sent to all residents and businesses on the route can be found at:

http://issuu.com/cambridgecornexchange/docs/ctdf_leaflet_download

Large advance warning signs will also be put up in villages near the route in June to raise awareness.

For the most up-to-date information on road closures by the County Council, transport, pedestrian crossing points and watching the race, please visit: www.cambridgeshire.gov.uk/letourstage3, www.facebook.com/LeTourCambridge, or www.twitter.com/LeTourCambridge

Contact: Gemma Barron on gemma.barron@scambs.gov.uk or 01954 713340

2) Community Pubs Event, Thursday 10 July (10am-4pm)

Do you want to see your village pub become a confident, successful business at the heart of the community? Join us at our Community Pubs event to be held at award winning community pub, the Plough and Fleece in Horningsea. Learn how some pubs have been bought out by their customers, others have diversified, and how to successfully manage a pub in community ownership.

With speakers from the Plunkett Foundation, Pub is the Hub, the British Institute of Innkeeping and an introduction from the Minister for Community Pubs, Mr Brandon Lewis MP, there will be plenty of food for thought. Lots of networking opportunities and a chance to meet the regulatory and planning officers who are on hand to help you clear the hurdles – who said there was no such thing as a free pub lunch?

To book your place contact: partnerships@scambs.gov.uk or 01954 713359

3) Capital grants and Community Right to Bid



SIB Group have grants of between £100,000 and £500,000 available to parish councils and community groups who are looking to purchase a listed Asset of Community Value. Although there is £3.25m available, the funding is only available for a short time as applications are needed by noon on 26 June. If you have a listed asset you are actively looking to purchase, please visit the SIB Group website to find out the grant criteria and download an application form:

<http://www.sibgroup.org.uk/communityrights/capital/>

Contact: Kathryn Hawkes on Kathryn.hawkes@scams.gov.uk or 01954 713290

4) Community Right to Challenge

Local groups have got until the end of July to get involved and challenge for the running of South Cambridgeshire District Council services.

The national initiative called Community Right to Challenge was introduced under the government's Localism Act and gives voluntary and community groups, charities and parish councils the opportunity to make formal expressions of interest in running council services if they believe they can provide them in a more efficient, responsive or cost-effective way.

Visit www.scams.gov.uk/content/community-right-challenge for more information.

Contact: Clare Gibbons on Clare.Gibbons@scams.gov.uk or 01954 713290

5) Cambridgeshire Solid Wall Insulation Fund

Funding of up to £6,000 per household is now available towards the cost of internal and external solid wall insulation installed through the Council's energy efficiency scheme, Action on Energy. Advisers will be promoting the scheme in villages in South Cambs over the coming months. For further details, and to register interest, please go to www.actiononenergy.net or call 0800 093 33 03.

Contact: Siobhan Mellon on Siobhan.mellon@scams.gov.uk or 01954 713395

6) City of Cambridge Triathlon

Cambridge is set to host an Olympic distance triathlon on Sunday 28 September. The event, featuring a 1500m swim in the River Cam, followed by a 40km cycle ride through the South Cambridgeshire villages of Hardwick, Bourn, Kingston, The Eversdens, Comberton and Barton, and a 10km run around the city centre, has already attracted over 3,000 participants. The event will be supporting Cancer Research UK and hopes to build on the success of the half marathon which has raised nearly £400,000 for the charity in the past three years.

For more information about the triathlon, visit www.onestepbeyond.org.uk/city-of-cambridge-triathlon.php or contact the organisers by emailing info@onestepbeyond.org.uk



Contact: Kirsty Human on Kirsty.human@scambbs.gov.uk or 01954 713297

7) Changes to the waste and recycling service

We are pleased to say that across the whole district only a handful of people will see their collection day change after we carried out work to redesign our waste and recycling rounds.

Changes to make the rounds even more efficient are being made to help contribute toward the Council's savings following a third year of 25% cuts to our funding by government. We are contacting the residents affected directly to let them know their collection day is changing.

Green bin collections will also move to monthly collections for December, January and February, when the amount of waste needed to be collected almost halves. More information and a set of frequently asked questions are available on our website at:

www.scambbs.gov.uk/changes-waste-collections-south-cambridgeshire

Contact: Elizabeth Davy on elizabeth.davy@scambbs.gov.uk or 01954 713083

8) Parklife – 28 June

Parklife is our annual free family fun day at Milton Country Park. We are currently taking bookings from businesses, charities, sports clubs and local organisations wishing to have a stand at the event. Rates vary depending on the type and size of organisation. We would also be interested to hear from anyone who would like to volunteer at Parklife. The support of volunteers is really needed as they make the event possible. For more information please visit www.scambbs.gov.uk/park-life

Contact for stands: Joseph Minutolo on joseph.minutolo@scambbs.gov.uk or 01954 713359

Contact for volunteers: Kirsty Human on kirsty.human@scambbs.gov.uk or 01954 713297

9) Community Infrastructure Levy (CIL)

You still have until Monday 7 July to comment on our latest CIL consultation. We would like to receive your comments on three documents:

- the draft charging schedule
- the draft regulation 123 infrastructure list, and
- the draft instalment policy

Once all comments have been assessed, the Council will submit the documents for public examination which is likely to take place this winter. Please get in touch if you would like one of our officers to attend one of your parish council meetings to explain the implications of CIL. To respond to the consultation please visit www.scambbs.gov.uk/cildcs or for more information please visit www.scambbs.gov.uk/cil

Contact: James Fisher on james.fisher@scambbs.gov.uk or 01954 713217



10) Disability Open Day 2014

The Disability Open Day brings to the forefront services available for those living with disabilities. It highlights charities, advice, equipment and practical help; as well as providing a meeting place to share ideas, make new contacts and forge new friendships.

The event is open to everyone whether you are living with a disability or not and there will be something for people of all ages.

The event takes place on Friday 31 October in our Cambourne offices from 10am to 4pm.

Contact: Gill Anderton on gill.anderton@scambs.gov.uk or 01954 713377

11) Election results

Elections for a third of the seats on the District Council took place on Thursday 22 May, the same day as the European Parliament elections. Three parish council elections in Balsham, Cottenham and Waterbeach were also held and all the results can be found by visiting

<https://www.scambs.gov.uk/content/election-results>

Contact: Andrew Francis on Andrew.francis@scambs.gov.uk or 01954 713014

From: Davies Amanda <Amanda.Davies@cambridgeshire.gov.uk>
Sent: 28 May 2014 10:38
To: Davies Amanda
Subject: 'Odd job's around the home - Handyperson Services: Tell us what you think
Attachments: FINAL Handyperson Questionnaire DL230614.doc

Dear Parish Clerk

Handyperson Services complete 'odd jobs' around the home, mainly for people aged 60 plus.

Cambridgeshire County Council, Cambridge City Council, district councils in East Cambridgeshire, Fenland, Huntingdonshire and South Cambridgeshire, and Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), are working together to develop a countywide Handyperson Service. To help develop this service a survey has been produced for people over 60 or with a disability, carers, professionals and organisations and groups to say what sort of handyperson service they would like to be provided. The survey is now 'open' and closing date for responses is 5.00pm on Monday 23rd June 2014.

Please could you make the members of the Parish Council aware of this opportunity for people in your community to have their say about what they would like a handyperson service to provide. The survey can be found at:

- * Individuals over 60 or with a disability and/or Carers: <https://www.surveymonkey.com/s/3KF8GTB>
- * Professionals answering as an individual or on behalf of an organisation/group:
<https://www.surveymonkey.com/s/3TRHRPQ>

A paper-based version of the survey is available for anyone without Internet access. A copy of this is attached. Copies can also be requested by contacting personalisation@cambridgeshire.gov.uk<<mailto:personalisation@cambridgeshire.gov.uk>> tel: 01223 699650. Large print copies are available on request.

Many thanks and kind regards.

Amanda Davies

This information has been circulated using distribution lists. Apologies if you receive it more than once. If you no longer wish to receive information about adult social care please email Amanda.Davies@cambridgeshire.gov.uk<<mailto:Amanda.Davies@cambridgeshire.gov.uk>> with with your details and I will remove you from our contact lists.

Amanda Davies
Communications Officer, ASC Personalisation Cambridgeshire County Council Box CC1316, Castle Court, Castle Hill,
Cambridge CB3 0AP
Tel: 01223 699650

Your Life Your Choice answering your questions about adult social care www.yourlifeyourchoice.org.uk

The information in this email is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Cambridgeshire County Council. All sent and



‘Odd jobs’ around the home **Handyperson Services – Tell us what you think**

Handyperson services complete ‘odd jobs’ around the home – mainly for people aged 60 plus. Many of the jobs undertaken are too small for general contractors to want to carry out.

Cambridgeshire County Council, Cambridge City Council, East Cambridgeshire, Fenland, Huntingdonshire and South Cambridgeshire District Councils, and the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), are working together to develop a countywide Handyperson Service.

We want to develop a Cambridgeshire-wide Handyperson Service to give people over 60, or who are disabled, the opportunity to get odd jobs in their house and garden undertaken no matter which area of the county they live in, and to do so with peace of mind. All of the handypeople delivering the service will be approved traders.

You can help us to develop the Handyperson Service by telling us about the sort of service you would like to see provided.

Your views

Please take a few moments to complete and return this questionnaire by 5.00pm on Monday 23rd June 2014 or complete the relevant survey online at:

- Individuals over 60 or with a disability and/or Carers:
<https://www.surveymonkey.com/s/3KF8GTB>
- Professionals answering as an individual or on behalf of an organisation/group:
<https://www.surveymonkey.com/s/3TRHRPQ>

Q1. Who are you?

- Member of the public aged over 60 or with a disability
(go to Section One below)
- Member of the public who cares for someone over 60 or with a disability
(go to Section One below)
- Health/Social Care Professional answering as an individual
([go to Section Two on page 7](#))
- Answering on behalf of an organisation or group
([go to Section Two on page 7](#))

SECTION ONE

Questions for members of the public who may wish to use a handy person service now or in the future (and people who care for someone who may wish to use the service).

You can complete this questionnaire and return it to the address at the end, or if you prefer you can complete the online survey at: <https://www.surveymonkey.com/s/3KF8GTB>

Q2. Who do you pay your Council Tax to?

(This will tell us where you live.)

- Cambridge City Council
- East Cambridgeshire District Council
- Fenland District Council
- Huntingdonshire District Council
- South Cambridgeshire District Council
- Don't know

Q3. Have you heard about Handy person Services?

(Handy person Services are currently only provided in some of the districts.)

- Yes
- No
- Not sure

Q4. Would you, or the person you care for, consider using this kind of service?

- Yes
- Possibly in the future
- No
- Not sure

Tell us more

If you have any comments about your answer to question 4 please make them here.

Q5. If you were to need the Handyman Service either now or in the future, what type of odd jobs would you be interested in the service offering?

(please tick all that apply)

- Installing and securing grab rails
- Moving small items of furniture (including bed moves for discharge from hospital)
- Fitting security locks, chains and spy holes
- Fitting security lights
- Fitting smoke alarms and carbon monoxide detectors, and making sure they are operating effectively
- Securing carpets and replacing carpet stays
- Draught proofing doors and windows
- Fitting low energy lightbulbs
- Wiring a plug or fitting replacement plugs
- Fitting lever taps
- Bleeding radiators and unblocking sinks
- Easing sticking doors and windows
- Fixing curtain rails
- Putting up or lowering shelves
- Minor repairs to gates and fencing
- Guttering (bungalows only)
- Fitting half steps
- Decorating
- Garden maintenance
- Installing items of equipment you already own (provided they meet our safety standards)
- Other (please say what)

Q6. Would you be willing to make a contribution towards having the job done?

(please tick)

- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe
- Yes No Maybe

Please note: The list on page 3 is a guide to find out the types of odd jobs people might be interested in the Handyperson Service offering. Final availability of services offered will also depend on the funding available.

Tell us more

If you have any comments about your answers to questions 5 and 6 please make them here.

Q7. If you answered 'Yes' or ' Maybe' to Q6, what would you consider a reasonable maximum contribution towards labour and materials costs?

- £20 or under
- £20 - £29
- £30 - £39
- £40 - £49
- £50 or more (please specify maximum amount £_____)

Tell us more

If you have any comments about your answer to question 7 please make them here.

Q8. Please use the space below to make any additional comments.

About you

The following section asks about you so that we know more about who has taken part in this consultation. All of the questions are optional and any information you provide will remain completely confidential.

Are you male or female?

- Male Female Prefer not to say

What is your age?

- Under 60 60-69 70-79 80+ Prefer not to say

To which ethnic group do you consider you belong?

(please tick one box)

- | | |
|---|---|
| <input type="checkbox"/> White British | <input type="checkbox"/> Black or Black British: Caribbean |
| <input type="checkbox"/> White Irish | <input type="checkbox"/> Black or Black British: African |
| <input type="checkbox"/> White any other background | <input type="checkbox"/> Black or Black British: Any other background |
| <input type="checkbox"/> Mixed: White and Black Caribbean | <input type="checkbox"/> Chinese |
| <input type="checkbox"/> Mixed: White and Black African | <input type="checkbox"/> Gypsy or Traveller |
| <input type="checkbox"/> Mixed: White and Asian | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Mixed: Any other background | |
| <input type="checkbox"/> Asian or Asian British: Indian | |
| <input type="checkbox"/> Asian or Asian British: Pakistani | <hr/> |
| <input type="checkbox"/> Asian or Asian British: Bangladeshi | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> Asian or Asian British: Any other Asian background | |

Do you have a disability?

- Yes No Prefer not to say

If you answered 'Yes' you have a disability is it: (please tick all that apply)

- | | |
|---|--|
| <input type="checkbox"/> a visual impairment | <input type="checkbox"/> other |
| <input type="checkbox"/> a mobility problem | <input type="checkbox"/> prefer not to say |
| <input type="checkbox"/> a mental health need | |
| <input type="checkbox"/> a learning disability | |
| <input type="checkbox"/> an age related condition | |

Thank you for taking the time to complete this questionnaire.

Please return it to:

Cambridgeshire County Council
FREEPOST CB176
Communications Officer ASC Personalisation
Box CC1316
Cambridge
CB3 0BR

If you have any questions please contact personalisation@cambridgeshire.gov.uk

The deadline for responses is 5.00pm on Monday 23rd June 2014.

If you would like a copy of this document in large print or an alternative format please contact personalisation@cambridgeshire.gov.uk

The results of the survey and details of how they have informed the new service will be published on the Council's website.

It is planned to start the new service from April 2015.

If you would like to be contacted about a Handyperson Service, or if you want to be individually informed about the results of this survey, please complete your details:

Name: _____

Email: _____

Address: _____

Tel/Mob: _____

Data Protection

Your personal information will be held and used in accordance with the Data Protection Act 1998. The Council will not disclose such information to any unauthorised person or body but where appropriate will use such information when carrying out its various functions and services.

SECTION TWO

Questions for Health & Social Care Professionals and anyone answering on behalf of an organisation or group, who work with individuals who may wish to use a handyperson service now or in the future.

You can complete this questionnaire and return it to the address at the end, or if you prefer you can complete the online survey at: <https://www.surveymonkey.com/s/3TRHRPQ>

Q2. Which area(s) of the county do you/your organisation or group work in? (please tick all that apply)

- Cambridge City
- East Cambridgeshire
- Fenland
- Huntingdonshire
- South Cambridgeshire
- Don't know

Q3. Have you heard about Handyperson Services?

(Handyperson Services are currently only provided in some of the districts.)

- Yes
- No
- Not sure

Q4. Would you consider recommending this kind of service to the individuals/clients you work with?

- Yes
- No
- Possibly in the future
- Not sure

Tell us more

If you have any comments about your answer to question 4 please make them here.

Q5. What type of odd jobs do you think the Handyperson Service should offer?

(please tick all that apply)

- Installing and securing grab rails
- Moving small items of furniture (including bed moves for discharge from hospital)
- Fitting security locks, chains and spy holes
- Fitting security lights
- Fitting smoke alarms and carbon monoxide detectors, and making sure they are operating effectively
- Securing carpets and replacing carpet stays
- Draught proofing doors and windows
- Fitting low energy lightbulbs
- Wiring a plug or fitting replacement plugs
- Fitting lever taps
- Bleeding radiators and unblocking sinks
- Easing sticking doors and windows
- Fixing curtain rails
- Putting up or lowering shelves
- Minor repairs to gates and fencing
- Guttering (bungalows only)
- Fitting half steps
- Decorating
- Garden maintenance
- Installing items of equipment people already own (provided they meet our safety standards)
- Other (please say what)

Q6. Would your organisation consider making a contribution towards jobs carried out for some or all of your clients?

(please tick)

- Yes No Not sure
- Yes No Not sure

- Yes No Not sure
- Yes No Not sure
- Yes No Not sure

- Yes No Not sure
- Yes No Not sure
- Yes No Not sure

- Yes No Not sure
- Yes No Not sure
- Yes No Not sure

- Yes No Not sure
- Yes No Not sure

- Yes No Not sure

Please note: The list above is a guide to find out the types of odd jobs people might be interested in the Handyperson Service offering. Final availability of services offered will also depend on the funding available.

Tell us more

If you have any comments about your answers to questions 5 and 6 please make them here.

Q7 What would you consider a reasonable maximum contribution for clients to make towards labour and materials costs?

- £20 or under
- £20 - £29
- £30 - £39
- £40 - £49
- £50 or more (please specify maximum amount £_____)

Tell us more

If you have any comments about your answer to question 7 please make them here.

Q8 If you answered 'Yes' to Q6, what would you consider a reasonable maximum contribution by the organisation?

£_____

Tell us more

If you have any comments about your answer to question 8 please make them here.

Q9 How could you/your organisation or group help to promote the Handyperson Service to the individuals/clients you work with?

(Please give details in the box below.)

Q10 Please use the space below to make any additional comments.

If you represent an organisation or group of people please tell us the name of your organisation or group:

If you are interested in helping to promote the Handyperson Service or be involved in some other capacity please provide your details:

Contact name: _____

Position: _____

Address: _____

Email: _____

Tel/Mob: _____

Thank you for taking the time to complete this questionnaire.

Please return it to:

Cambridgeshire County Council
FREEPOST CB176
Communications Officer ASC Personalisation
Box CC1316
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