



Budleigh Salterton Neighbourhood Assessment

Winter 2007



“I just love Budleigh”

“Stunning views & glorious river walks”

“What a wonderful place to live”

These were some of the comments received by Environmental Health Staff during their recent neighbourhood assessment in Budleigh Salterton.

The survey was carried out during the same week as the Community Action Day with the Police, Fire Service and other Council services.

Hundreds of properties were visited and Environmental Health staff interviewed many people. Feedback forms were left for those people who were not at home to report any concerns or complaints about their neighbourhood.

A drop-in surgery was held in the Public Hall in Station Road where all residents were invited to call in to speak to an Officer with any concerns or complaints. Every resident interviewed said they enjoyed living in Budleigh Salterton and several had no complaints or concerns at all. However there were issues which concerned a number of residents and many gave suggestions about how things could be improved.



The main areas of concern were:

Dog fouling

Numerous people protested about a number of dog owners who are not cleaning up after their dogs, or are picking up but then hanging the plastic bag in trees or hedges. The worst affected areas were reportedly; The cliff paths and beaches, The Green, Jocelyn Road, Meadow Road, Clinton Close, Moor Haven, Barn Lane, Greenway Lane, Clinton Terrace and Otter Walk.



Environmental Health's Enforcement Officer and Dog Warden have been visiting these areas and have spoken to many of the complainants and dog walkers. Although the majority of dog owners act responsibly, there are still a small number who are not clearing up after their dogs. We will be targeting these areas at various times of the day and evenings in plain clothes, in a bid to establish who is responsible. Anyone witnessed allowing their dogs to foul will be liable to a fixed penalty notice with a fine.

If you would like to make a complaint about dog fouling or to report anyone who allows their dog to foul the area, please phone **01395 517457** to help us to deal with this antisocial problem.



There were requests for more bins along the River Otter footpath. Unfortunately Street-Scene cannot install dog bins in areas where there is no vehicle access due to the high cost of servicing them. Dog bins are already installed where the path meets the road .

Some people asked if the dog bins on the western Cliff Path could be emptied more frequently, as they said they were overflowing in the summer months.



These bins are currently emptied three times a week, but any full bin can be reported to the Customer Service Centre on **01395 571500**.

A particular problem of dog fouling in East Budleigh recreational ground was raised at the parish council meeting recently. An Environmental Enforcement Officer visited the field at 7:00am and spoke to several dog walkers including the possible offender and made them aware of the law and penalties. The Officer will now patrol the area frequently.

Speeding

There were complaints about vehicles speeding around the town and several people asked for the 20 mph zone to be extended in the town centre. The Police are considering extending this speed zone and discussed this at a recent traffic forum.



Many people said they would like to see more visible Police on the beat in Budleigh. Several people praised P.C. Kim Chapman, but said they felt his area was too extensive since it was extended to cover all rural Exmouth areas.



However, his beat area has recently been reduced so that he now only covers Budleigh Town, East Budleigh, Bicton, Otterton and Colaton Raleigh, so residents should see a more visible police presence in the future.

It was reported that a vagrant had been seen around the area trying doors and living on the



beach. The Police are aware of this gentleman since he was evicted from a warden assisted property due to his antisocial behaviour. He has been offered an option for rehousing but has so far refused and is currently being monitored by the Police.

Some children were causing a nuisance by climbing over the rear fences in Norman Crescent. The Police will be meeting with residents about this problem and have asked the children to stop playing 'manhunt' in this area.

Parking

Multiple complaints were received concerning illegally parked vehicles on grass verges and on double yellow lines. These frequently cause obstruction to buses, emergency vehicles, disabled buggies and pedestrians. The Police said they were fully aware of the problems and fixed penalty tickets will be issued to persistent offenders instead of advice in the future.





One gentleman was very concerned about cyclists using the pavement in the lower end of Station Road. P.C. Chapman said this is a problem and he will be stopping anyone who is seen cycling on the pavement, including adults.

Complaints were made about the owner of a garage workshop in a residential street who parks a number of customers' cars on the road. The Police said that no offence is being committed providing the cars are not being repaired on the road. They will be monitoring the situation and also checking to ensure all vehicles are displaying a current tax disc.



Eyesore

Several complaints were made concerning a piece of land between Meadow Road and Meadow Close on the footpath leading to The Green. A quantity of logs and tarpaulin are stored on the site where fence panels have been removed. This area of land is privately

owned and the landowner is responsible for repairing the fence. EDDC Planning Enforcement Officers have visited the area and will be monitoring it to ensure it does not further deteriorate.



Seagulls

Many people were bothered by the noise and mess caused by seagulls in the town and seafront. Some knew holidaymakers who had cut their visit short because of this nuisance. It was generally felt that numbers were increasing and some people asked for them to be culled.

A year ago the Council employed a leading seagull expert who reported that the urban gull populations are increasing rapidly. They are very difficult to remove once a colony is established and traditional control methods, such as culling are ineffective. As a result the Council has asked the Government to take the



lead in finding effective ways of controlling numbers. In the meantime, it is anticipated that the planned introduction of wheeled bins and gull proof sacks will help to reduce some of the problems in the future.

The pest control contract in East Devon has recently been awarded to Rentokil and they will also be asked to look at different approaches to tackling the seagull problems in the future.

Drop Crossing

A request was made by a resident who drives a mobility scooter to provide two additional drop crossings. Devon County Highways have now agreed to install new drop crossings in lower station Road, at the junction of Upper Stoneborough Lane and East Budleigh Road. The requests have been added to their lists and it is hoped the work will be carried out in 2008.



Lack of public transport

Some residents complained of long delays when travelling into Exeter by bus from Budleigh Salterton. They said they caught the bus into Exmouth where there was often an hour wait for the connecting bus back to Budleigh. This was cold and inconvenient and they felt it did not encourage people to use

public transport. They also thought improved bus services and free park and ride transport would deter many people from taking vehicles into the city centre, thereby improving air quality and congestion. These comments were passed to Devon County Highways for their information.



Metal Detecting

One gentleman asked for permission to operate metal detecting equipment in The Green and Jubilee Field during the winter months. Permission would need to be granted by Clinton Devon Estates for Jubilee Field and from East Devon District Council's Parks Development Officer to use The Green for this activity. Their contact details have been passed on so that he can request permission to carry out this hobby in these areas.



Rubbish collections

Many people praised their refuse collectors but some residents in Victoria Place and Jocelyn Road said rubbish is occasionally left in the streets after the refuse collectors have emptied the bins. StreetScene said they will investigate this if it is reported on the day that the problem occurs. Please report any collection problems on **01395 571500**.



There was praise for the town's road sweeper who worked on the seafront during the summer months. He was said to "always have a smile and a pocketful of dog biscuits".

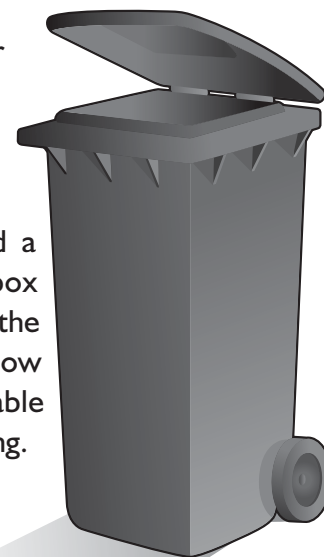
Several residents said they would prefer to see people sweep the streets with brooms rather than the mechanical roadsweeper, which they considered to be noisy and polluting. The Council's new React Wardens will be sweeping the streets and will also be authorised to issue fixed penalty tickets for any litter and fouling offences they witness in the future.

Recycling

Many people expressed a wish to be able to recycle plastics and cardboard and to have their recycling collected weekly. Weekly collections of recycling, including plastic bottles, is due to begin in the New Year in the east of the district. This will eventually roll out across the rest of East Devon. It is anticipated

that cardboard and other plastics will also be included in the recycling schemes in the future.

Three families requested a replacement recycle box after recently moving to the area. StreetScene have now delivered these to enable them to continue recycling.



Housing

Energy Efficiency

There are grants available for most householders to help towards the cost of loft and cavity wall insulation. You may be entitled to a full grant even if you rent your home. A number of people asked for more information about the grants and application forms have been forwarded to them.

It's easy to apply and if you would like any further information on how much you could save, please call The Heat Project on **0800 0934050** freephone.



One resident complained that their landlord had not repaired a broken cooker and that the property was damp. An Environmental Health Officer has visited the house and is investigating the problems.

Almost everyone who was interviewed said how much they enjoyed living in Budleigh.

Many said they had moved here from around the country and could never leave as they felt there was nowhere like it.



If you have a further comments on the neighbourhood assessment please call Debbie Fletcher or Andrew Ennis on **01395 517457** or email dfletcher@eastdevon.gov.uk

www.eastdevon.gov.uk