

Your views on your neighbourhood

NEIGHBOURHOOD ASSESSMENT *for* Dunkeswell



PRODUCED BY EAST DEVON DISTRICT COUNCIL'S ENVIRONMENTAL HEALTH TEAM

Winter 2012

'It's a friendly village with a good community spirit' — Resident

'The Neighbourhood Beat Officers are really helpful and approachable'

— Resident

About the Neighbourhood Assessment

Listening to your views in Dunkeswell

A NEIGHBOURHOOD ASSESSMENT was organised by Environmental Health in Dunkeswell in November 2011. EDDC staff were joined by Devon and Cornwall Police and together carried out a door to door survey, asking residents about their neighbourhood. Around thirty such assessments have been carried out across East Devon during the last four years.

Householders were asked whether they had any concerns or comments about their local environment and were offered information about certain grants and assistance available. They were also offered the chance to attend a free life saving course organised by The British Red Cross. An open surgery was held on the same day in Throgmorton

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Traffic concerns

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Community Hall, where an Environmental Health Officer was available to discuss local concerns with any resident from across the Parish. The teams visited hundreds of properties and 91 people completed the survey. Dog fouling, speeding, parking, recycling, litter and fly tipping were the main issues raised. ■



ABOUT THIS NEWSLETTER

This newsletter has been written by East Devon District Council's Environmental Health team and is part of the Neighbourhood Assessments in our district. Information is correct at time of production (winter 2012).

COMMENTS OR QUESTIONS?

If you have any comments on the Neighbourhood Assessment or on this newsletter please call Debbie Challice or Andrew Ennis on 01395 517457 or email: dchallice@eastdevon.gov.uk.

Speeding



Highfield Road, where residents are concerned about speeding

MANY residents were concerned about speeding traffic in the village, with Highfield Road said to be the worst affected area. Others described 'boy racers and noisy motorbikes' speeding through the village during the evenings.

There was a suggestion that speed humps may help to slow traffic in Highfield Road and one person suggested a pedestrian crossing leading to the shops. We passed this request to Devon County Council (DCC) Highways who said they would not be installing traditional speed humps in Highfield Road as this is a road used by buses and emergency vehicles. They said square humps were also not suitable for this road as they have found that larger vehicles speed over them and bikes weave around them. The Police said Highfield Road is a designated speed detection site being visited by the Neighbourhood Police Team and the Safety Camera Partnership.

Some people said they were concerned for the safety of children on pedal bikes without lights on the roads and for children playing in the roads in the dark. The Police have confirmed they will be carrying out patrols during the winter months and speaking to children about road safety.

Streets, roads, refuse

Litter

A large number of residents reported parking problems. Their concerns were mainly about inconsiderate parking opposite junctions, parking on both sides of the roads and opposite driveways. Some residents were worried about emergency access and the risk to pedestrians when cars parked on pavements and at corner junctions. The details of all areas of concern were passed to the Police. They confirmed that although they cannot carry out enforcement on roads where there are no parking restrictions, they will deal with any obstructions of the highway and will be making patrols with reference to vehicles parked on the pavements. A few people expressed a wish for a better rural bus service. Some said the service was unreliable at times and others complained that the last bus was 5.30 p.m. with no service at all on Sundays. We contacted DCC who made the following comment:-

Service 20 operates in this area with financial support from DCC between Taunton and Seaton via Wellington, Dunkeswell and Honiton. This route operates 5 journeys a day in each direction on Monday to Saturdays. DCC monitor their services on a regular basis and issues of unreliability are noted. If necessary, action is then taken with the bus operator to remedy any problem.

There are no evening or Sunday journeys on this route and, whilst these may be desirable, the likely usage would inevitably be low. In the current economic climate and with £1.35 million being taken out of our Public Transport budget for 2011/12 there is little chance of DCC being able to provide this in the near future. For further bus information visit www.devon.gov.uk/buses ■

ALMOST 1/3rd of residents spoken to felt there was too much litter and fly-tipping in the area, and the worst areas for litter was said to be in the vicinity of the shops and parks. One resident suggested additional litter bins, but some felt that litter would still be dropped by some people.

Fly tips were reported regularly in Windgate Hill, and more recently, in a lay-by near Weston, where a stack of large plastic tubs had been dumped together with other commercial waste. The waste was cleared by StreetScene the following day and investigations by Environmental Health resulted in being able to identify who was responsible for the fly tip. A company has admitted liability and have subsequently been invoiced for Officers' time involved in the removal and investigation.

Anyone seen fly tipping can be issued with a fixed penalty of £80, however commercial fly tipping can incur a fine of up to £50,000 and imprisonment. If you witness fly tipping you can report vehicle registration numbers to Environmental Health on **01395 517456**. ■



Recycling



A LARGE number of residents commented on their waste and recycling collections, and although most were happy with the current collection, many wished that cardboard and green waste could be included. A few called for a return to weekly landfill collections and several asked for clarification on what can currently be recycled. Some also complained about lids being left off after collections. StreetScene are now working in partnership with Otter Rotters, who provide a household green waste collection service in Dunkeswell for a charge. Further

information can be found on their website at <http://home.btconnect.com/otterrotters/index.htm> Since the introduction of the new recycling scheme landfill waste has been reduced by 30% and recycling rates have increased to 50%. StreetScene therefore have no plans to revert back to weekly collections for landfill waste. A trial collection of cardboard and mixed plastic has been carried out in Beer during the past few months and was a great success. Councillors are very enthusiastic to place card collections high on the agenda in the future.

Recycling information.

Any raw, cooked and uneaten food can be put into your food caddy.

Green recycling bins take; newspapers, magazines, junk mail, catalogues, phone books, tins, tin foil, glass jars and bottles, empty aerosols, household batteries, plastic bottles, clothes and blankets, sheets and towels.

Further information on recycling and waste can be found on the Council's website at www.eastdevon.gov.uk/recycling_and_refuse ■

Dog Fouling

DOG FOULING was a very high concern to residents throughout the village. The worst affected areas were reported as the recreation field, play parks and the area around the shops. Many other streets were said to be affected including Powells Way, Tower Way and Louis Way. Some said they regularly see dogs and dog excrement inside the banned children's play area.

It is an offence for any person in control of a dog to fail to clear up after it, on all land to which the public have access. Anyone who witnesses dog fouling in a public place is asked to report this to the Dog Warden at EDDC. Offenders will be issued with an £80 fixed penalty ticket or could receive a fine of up to £1000. There was also a report of a dog whose owner allows it out at night to roam and foul. Their details have been given to the Dog Warden to investigate. The Dog Warden and Environmental Health Officer have been visiting the village to patrol and to speak to dog walkers in the area. The Dog Warden can be contacted on **01395 516551**. ■

Footpaths

A FEW PEOPLE said they would greatly benefit from a footpath from Highfield to Old Village. Devon County Council said that any request for new footpaths would be more likely to succeed if it came out of parish appraisal survey, parish plan or local petition. They confirmed that evidence of demand is important. Further information can be obtained at their document Community Paths a 10 step guide at http://www.devon.gov.uk/index/environmentplanning/public_rights_of_way/RoWIP.htm and also at www.devon.gov.uk/prow. ■



Housing and buildings

Crime



SEVERAL PEOPLE were concerned about crime and antisocial behaviour in the village. There were reports of damage to wooden benches and fencing, and several said they were aware of under-age drinking and teenagers being out until 3 a.m. There

were reports of bullying, verbal abuse and some specific fear of crime. The details of all reports have been passed to the Neighbourhood Beat Officer for their information. ■

Weather

AN ELDERLY RESIDENT was worried about how she would cope in ice and snow this winter, having slipped over several times and requiring hospital treatment last year. The Parish Clerk has been passed her details to see if they can offer a contact for help in extreme weather. ■

Concerns

ONE RESIDENT said they felt there were too many new properties being built in the village. ■

Noise

A SMALL NUMBER of people raised the issue of noise from low flying aircraft over the village. However residents also said when they report low flying aircraft to Dunkeswell Airport they were very helpful and always contacted the pilots concerned about the legislation regarding low flying over the village. ■

Useful information

The British Red Cross

THOSE RESIDENTS surveyed were asked whether they would be interested in attending a free first aid, life saving course if held in the village in the future and 24 people said they would. The British Red Cross are helping communities to help themselves by coaching and mentoring First Aid Educators to spread the knowledge within their own communities. If you are interested in taking part please call Pamela Willerton on **01271 318084** or email pwillerton@redcross.org.uk



Pamela Willerton, from the Red Cross, providing first aid training

Devon Care and Repair

CARE AND REPAIR are a home improvement agency who offer advice, support and help to the over 60s and people with disabilities. They can make home visits to assess the need for repairs, improvements or adaptations. Details of the scheme were discussed with residents during the Neighbourhood Assessment.

They also offer a 'handyperson scheme' which provides assistance with an assortment of small repairs around the home such as installing chains and security locks, whilst ensuring that work is done professionally and at a reasonable cost. For further details about assistance from Care and Repair please call **01884 255587**. ■

Energy efficiency

HOUSEHOLDERS were offered information about the grants currently available for cavity wall and loft insulation. Free or discounted loft and cavity wall insulation is available for all householders and private tenants in Devon.

14 residents requested a grant application form. If you would like to apply for a free, no obligation survey, call Cosy Devon on **0800 512 012** to speak to an advisor. ■



Speak now panel

Have your say on what matters to you!

RESIDENTS were asked whether they would be willing to get involved with EDDC's Speak Now panel. Speak Now is a group of East Devon residents that are regularly asked for their views on Council services and life in East Devon. It gives people the opportunity to make their views heard on local issues and to take an active part in the decision making process.

Members are invited to give their views in a variety of ways, ranging from focus groups, postal

questionnaires, meetings, special interest groups and more. You choose the activities you would like to be involved in. There is no pressure and it is up to you to choose your level of involvement. You may remove yourself from the group at any time. In return you will receive regular information about how your views have helped to influence local issues.

To find out how to get involved, please contact Jamie Buckley on 01395 517569 or email speaknow@eastdevon.gov.uk. To join you can complete the online form at www.eastdevon.gov.uk/joinspeaknow. ■

Home Safeguard

East Devon's personal emergency response service

DETAILS of the Council's Home Safeguard scheme were discussed during the survey and ten residents requested an application form.

This twenty-four hour personal emergency response service is based in Sidmouth and is available to anyone who needs to summon help urgently, such as vulnerable or housebound individuals. It allows residents to call for help and be immediately linked to staff in Sidmouth who will discuss any problems and call relatives or emergency services if necessary.

If you would like to know more about Home Safeguard please call 01395 519739 or visit www.eastdevon.gov.uk/homesafeguard. ■



An operator from Home Safeguard's 24-hour offices in Sidmouth