



CUSTOMER SERVICE EXCELLENCE
Environmental Health

Exmouth Neighbourhood Assessment Spring 2008



“Two miles of golden sand, Exe Estuary and glorious countryside on the Jurassic Coast”

Environmental Health Staff, Police and Police Community Support Officers jointly carried out a recent Neighbourhood Assessment which involved door to door surveys across the Exmouth district and a public open day at the Town Hall.

Our aim was to find out what issues the local residents had about their community, what comments or complaints they had and whether they enjoyed living in the district.

Over 400 properties were visited and over 200 people were interviewed. Many people said they were extremely happy living in Exmouth and particularly enjoyed the sandy beaches, seafront and estuary area.

Whilst there was a broad range of issues concerning the town, many people said how lucky they felt to live in this beautiful part of the West Country.

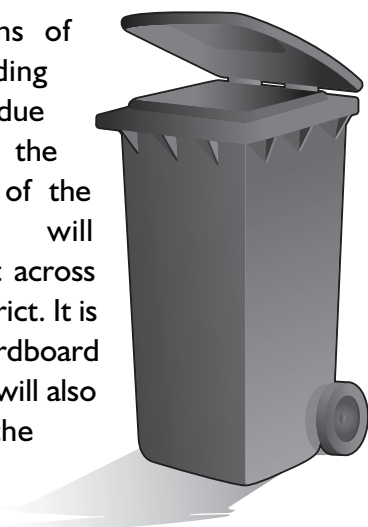
The issues that caused most concern to residents were dog fouling, litter and parking. These were followed by anti-social behaviour, vandalism and recycling.



Recycling

A large number of people expressed a wish to be able to recycle more, especially plastics and cardboard. Currently household collections include glass, aluminium and steel cans, paper, magazines and directories, aerosol cans, household batteries, junk mail, shredded paper and textiles.

Weekly collections of recycling, including plastic bottles are due to begin later in the year in the east of the district. This will eventually roll out across the rest of the district. It is anticipated that cardboard and other plastics will also be included in the recycling schemes in the future.



StreetScene ask that householders present their rubbish in secure containers and bags. Street cleaners are required to follow the refuse trucks around cleaning up after spilt rubbish sacks and overflowing bins.

There were three requests for a replacement recycling box from residents who had recently relocated. StreetScene have now issued new boxes for these properties.

Devon County Council's Exmouth Recycling Centre is open every day and accepts bulky household items such as furniture, carpets and household electrical equipment. They also recycle glass, newspapers and magazines, card & Yellow Pages, aluminium and steel cans, textiles, garden/green waste, timber, metal, domestic appliances, fridges/freezers, tvs/computer monitors, plastic bottles, tetrapaks, DIY engine oil car batteries and reusable goods.

Dog fouling

Although most people thought the majority of dog owners were responsible and cleaned up after their dogs, there are still a small number of people who do not. East Devon District Council receives a significant number of complaints regarding dog fouling across all parts of the district.

The areas reported as the worst affected in Exmouth were, Withycombe Village Road, The Green, Marley Road, Moorfield Road, Nursery Close, Victoria Road, The Maer, Phear Park, Camperdown Terrace, The Docks, beaches and Esplanade. The Council have been using plain clothes Enforcement Officers to target known hot spots including parts of Exmouth, and they have been working extended hours and weekends in an effort to witness offences. A number of fixed penalty tickets have been issued for dog fouling and litter offences recently, and it is anticipated these will increase as enforcement is stepped up over the coming months.



Residents in Bankside, Marley Road and Bradham Court requested dog fouling signs and these have been erected in the area.



If you would like to make a complaint in connection with dog fouling or to report anyone who allows their dog to foul the area, please phone **01395 517457** to help us to tackle this anti-social problem. The Council's Animal Warden deals with strays, lost dogs and dangerous dogs.



Parking

Lack of parking spaces and illegal or dangerous parking were of great concern to many residents. All complaints about parking offences have been passed to Exmouth Police for their information.



A number of residents in the Camperdown Terrace and Victoria Road area said they would welcome parking permits and their requests were passed to Devon County Council for consideration. However a spokesman for

Devon County Council said they have previously carried out consultation with the residents, and it is unlikely to go ahead at this time following negative feedback.

Dangerous parking at school time is also a concern for a number of residents. Exmouth Police are monitoring the situation in the reported areas and ask to report any specific incidents of illegal parking to them on **08452 777444** or **999** in an emergency.

Anti-social behaviour

For the majority of residents in Exmouth the fear of crime was reported as low. There were however some concerns about vandalism and anti-social behaviour in certain areas of the district.



There were some complaints of young people drinking, causing a disturbance and damaging car wing mirrors at night, especially in St



Andrews Road, Withycombe Village Road and Victoria Road. The Police are aware of the problems and have suggested motorists in these areas fold in their wing mirrors at night when they park, to reduce the likelihood of this occurring.



The new Neighbourhood Beat Officer David Evans will be working in the Brixington Area to tackle specific problems and there were residents who stated they were concerned about anti-social behaviour in this area.

Police are looking into the possibility of an additional grassed play area to be provided for the children in Brimpenny Close area. They will be consulting with residents to assess their needs and It is hoped an additional PCSO may also be assigned to the area in the near future.

Litter

There were many complaints relating to litter, with the worst affected areas being the Town Centre, Brixington, Camperdown Terrace, The Magnolia Centre, The Strand and St Andrews Road. Several people requested more bins and others asked for more frequent street cleaning. There were reports of packaging from takeaways in The Strand and broken bottles and vomit on the pavements.

Litter is an ongoing problem and StreetScene ask people to consider the environment they

live in and take their litter home or use the bins provided. A joint anti-litter campaign mounted by East Devon District Council and Devon County Council in 2007 was successful, and lessons learned will be implemented.



Legislation now imposes a responsibility on the owners of certain businesses to ensure their packaging does not cause a litter nuisance in the area.

There were also complaints concerning cigarette butts around certain pubs in the town and the landlords in question have been asked to provide external butt boxes for their customers and staff where necessary.



Fixed penalty fines are now being issued for anyone found dropping litter and cigarette butts in a public place. We welcome the public reporting litter and flytipping. Please call **01395 517457**.

A broken street sign reported in Cheshire Road will be replaced by StreetScene shortly.

A number of residents complained about graffiti around the town. Exmouth Police are operating a reward scheme for information that leads to a conviction for graffiti.

StreetScene will quickly clear any graffiti on Council land and buildings. Graffiti visible from any public place or highway should be reported to StreetScene, who are hoping to begin a graffiti removal service for private properties where a small fee will be charged to the Owner. Please call **01395 517528** for more information.



Planning

Elizabeth Hall

There were a number of enquiries concerning the future of Elizabeth Hall . The Council are currently making preparations to sell the Elizabeth Hall site by way of an informal tender process. It is anticipated that the site will be



marketed with the benefit of a Planning Position Statement from the Planning Department stating, amongst others, the development objective of a 'high quality, contemporary, seafront mixed-use residential, commercial/leisure development that maximises the potential of the site. Tenders will then be sought from interested parties with their scheme proposals.

One man in a boat

A report of a man living in a boat at the rear of Camperdown Terrace is being investigated by Planning Enforcement Officers.

Rock House

There were enquiries concerning the future of Rock House on the corner of Rolle Street and Trefusis Terrace. The property has been empty for some considerable time and there have been a number of planning applications submitted on Rocke House over the past few years. There are two planning applications currently being considered for the site.

Food hygiene

The owner of a food preparation area requested further information on how to gain a food hygiene qualification. Environmental Health staff have been in touch with details of courses being held in the area.



Fly Tipping

A complaint concerning fly tipping at Crowders Hill was reported. This is being investigated by StreetScene's new REACT team. There were also reports of commercial waste being dumped in the alleyway beside Somerfield in the Magnolia Centre.



StreetScene's REACT team can now deal with both the removal and investigation of fly tipping in the area. If you wish to report any incident of fly tipping please phone StreetScene on **01395 517528**.

Estate Management

During the door to door survey there were several requests for service from Council tenants; including:

- A tenant in the Brixington area complained that their rear door and windows failed to close securely and an order has now been issued to repair them.
- There was a report of a malfunctioning lock on a garage door in Cheshire Road which has now been repaired.
- Refuse and larger items have been removed from a communal area in Cheshire Road following a number of complaints.
- An accumulation of rubbish in Kay Close has been tidied up, awaiting further action.
- A request for an entrance intercom system to be installed to deter youths congregating in an area of flats was denied by Estate Management.

The majority of people who were questioned during the neighbourhood assessment said how much they enjoyed living in the area.

Many said they chose to reside in Exmouth to enable them to enjoy the two miles of golden sand, Exe Estuary and glorious countryside nearby. A number of younger residents also said they enjoyed living in a coastal town where they could enjoy watersports but also have such a good rail link to Exeter.



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