

Environmental Health neighbourhood assessment



All Saints, Smallridge & Alston Summer 2008



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“ I wouldn't live anywhere else, I just love it here.

“ It's a picturesque village surrounded by beautiful countryside.

“ I feel very safe and have wonderful neighbours.

Environmental Health carried out a neighbourhood survey in the Parish of All Saints on 13 August in partnership with Officers from Axminster Police and Devon & Somerset Fire Service. Also in attendance were East Devon District Council's Community Safety Officer and members of StreetScene's REACT team.



The teams carried out a door to door survey to enquire whether residents had any comments about the Council's services and whether they had any concerns or complaints about their neighbourhood. They also offered advice and information about services available. Every resident who was interviewed said how much they enjoyed living in the Parish and around 75% said they were generally satisfied with the Council's services. The main areas of concern were as follows.

Waste and recycling

Around of a third of householders spoken to had concerns relating to the new waste and recycling collections. Several people requested assisted collections as they found the large bin difficult to manoeuvre and a few still had not received all the correct bins.

All requests and comments were passed directly to StreetScene who contacted residents and have now arranged for the correct bins to be delivered and assisted collections put in place where required. However, most people supported the upgraded recycling scheme and there was a wish by some to extend the service to include cardboard, which the Council hopes to include in the future.



Dog fouling

The villages were generally clean and the majority of people felt dog fouling was not a major problem. Most dog owners are responsible and always carried bags and removed the faeces. However there were complaints about fouling on a few grass verges and pathways. Anyone who witnesses someone allowing their dog to foul and failing to clear up can report the offence to EDDC's Environmental Health team on **01395 517457**. The offender can be prosecuted which could lead to a fine of up to £1000, or they may be offered a fixed penalty (currently £50) for a first offence.

Crime and home security

Almost all residents said they felt that their neighbourhood was a safe environment to live in, with a good sense of community. The police and PCSOs offered advice on home security and free property marker pens were given out to householders to identify their valuables.

Ridgeway Inn

Concerns were expressed by a few residents in Smallridge about the 'gothic ruin' structure in the garden of the Ridgeway Inn. The wall was erected without planning permission and was the subject of an Enforcement Notice to remove it in June 2007. An appeal was lodged and Planning Enforcement are awaiting the appeal decision.



All Saints C of E School

Some residents praised the local primary school and said they were proud to have such a successful and popular school in the vicinity. The school received a very good Ofsted inspection and has been extensively modernised and extended with work still ongoing.



Fire Safety

During the survey residents were offered a free home safety visit by **Devon & Somerset Fire Service**. 8% of householders said they did not have a working smoke detector and requested help. This service is available to anyone who wishes to improve fire safety within their home. A fire officer will visit the property to carry out an assessment, which should only take around 45 minutes. If you would like to request a home safety visit please call Freephone **0800 7377288** or text Info Line on **07800 002476**.



Traffic

Concerns were voiced about parking problems around the school entrance when parents take their children to and from school. These concerns have been passed to Axminster Police, who will be attending the area in the near future to offer advice and if necessary carry out enforcement.

There were also complaints of speeding through the village and one lady reported that her property had been hit on more than one occasion by speeding trucks. All information has been passed to Axminster police.

Car parking charges in Axminster were also a concern to a few residents who felt the cost could discourage people from shopping in the town.



This is a home improvement agency that can offer assistance to the over 60's and people with disabilities. They offer advice, support and assistance, including a 'handyperson scheme' which provides assistance with small repairs, always ensuring that work is done properly and at a reasonable cost.

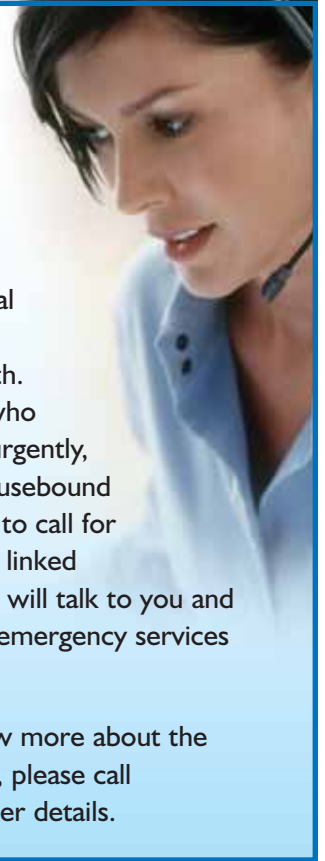
Details of the scheme were distributed to residents during the Neighbourhood Assessment. However if you would like more information, please call **01395 514790** to see whether you may be eligible for help.

Energy Efficiency

Two complimentary low energy lightbulbs were distributed to around 40 householders. Part of the survey was to establish how properties were heated, whether residents had sufficient heating and if insulation could be improved. 30% of the people had cavity wall insulation and 89% had double glazing.

Additional information can be obtained for all householders by calling the Devon Energy Efficiency Advice Centre on Freephone **0800 512012**. They can give advice on local schemes, discounted insulation schemes and grants for insulation, draught proofing and hot water tank insulation.

Additional heaters, replacement boilers and central heating may also be available for eligible householders. Of the residents interviewed, 83% had central heating, of which 73% used gas and 17% used oil. 8% used solid fuel to heat their properties. The remainder used electric heating or Calor Gas.



This is a 24 hour personal emergency response service based in Sidmouth. It's available to anyone who needs to summon help urgently, such as vulnerable or housebound individuals. It allows you to call for help and be immediately linked to staff in Sidmouth who will talk to you and possibly call relatives or emergency services if necessary.

If you would like to know more about the Home Safeguard service, please call **01395 519739** for further details.



Every person who contributed to the survey said how much they enjoyed living in the area, many said they couldn't imagine living anywhere else.



The picturesque properties, friendly neighbours and community spirit all helped to make All Saints Parish a good place to live.

How to get in touch

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

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