

Environmental Health Neighbourhood Assessment



 **CUSTOMER
SERVICE
EXCELLENCE** The Government Standard

'YOUR ENVIRONMENT AND YOUR HEALTH'

Stoke Canon

Summer 2010



www.eastdevon.gov.uk

Stoke Canon Neighbourhood Assessment

Summer 2010

In June 2010 a Neighbourhood Assessment was carried out in Stoke Canon by EDDC's Environmental Health service working in partnership with Ottery St Mary Police.

They carried out a door-to-door survey throughout the village to enquire what concerns or comments residents had about their neighbourhood and to raise awareness about many of the services available to them.



An Environmental Health Officer talks to local residents about their concerns in the area

An open surgery was also held on the same day in The Jubilee Hall, where anyone was welcome to call in to discuss problems or concerns with an Environmental Health Officer.

The Police offered home security advice and a representative from The British Red Cross joined the teams to promote a life saving course in the village. Details of Devon Fire and Rescue's free fire prevention assessment were also distributed together with information concerning disabled home assistance and energy efficiency grants.

Approximately 180 properties were visited during the Neighbourhood Assessment day and around sixty residents were interviewed. 82 per cent of those spoken to said they were satisfied with the services they currently receive from EDDC and the main areas of concern within the village are discussed in this newsletter.

- Over the last year the Environmental Health Service has dealt with seventeen requests for service in Stoke Canon, including:
- one pest control complaint including a rat sighting
 - three alleged noise nuisance from loud music
 - two alleged barking dog complaints
 - two routine food hygiene inspections
 - two complaints about frequent smoky bonfires
 - one complaint about flies
 - four complaints concerning dog fouling in public areas
 - two housing complaints including blocked drains.

Waste and recycling

Several people felt their recycling box was too small for their needs. However a new recycling scheme will be introduced in the autumn and recycling bins will then be emptied weekly.

The new scheme is set to begin on 11 November 2010 and will also include the collection of plastic bottles and a weekly food waste collection. New containers will be issued for landfill waste, which will then be collected fortnightly.

The new food bins, landfill bins and information leaflets will be delivered to residents over a period of weeks from the end of September.

A large number of residents raised the recycling service as their main concern and many were keen to see plastics and cardboard included. The trucks do not currently have the capacity to take cardboard, so this will not be included in the collections at this time.

Once the service has been rolled out across the entire district by the end of 2010, further recycling options can be considered, depending on costs. Meanwhile residents are advised to either store up cardboard to take to the recycling centre or put cardboard in their landfill bin.

A few elderly or disabled residents requested an assisted collection and StreetScene have contacted them to arrange this service for those who are unable to manage.

StreetScene can be contacted on 01395 517528 for more information and to report any refuse or recycling problems. Full details of all refuse collection days can be obtained at any time on the Council's website at www.eastdevon.gov.uk/my_neighbourhood.

Police issues

Anti-social behaviour and crime in the village were not raised as a concern by the majority of residents. However, a number of people were very worried about the speed of traffic on the A396 through the village and many called for the introduction of a 20 MPH speed limit.

These results were passed to the Police

The speed of traffic on the A396 through the village was of concern to some residents



who are liaising with Devon County Highways and requesting their involvement to try to promote a reduction in the speed limit as the primary school is also in this vicinity.

Many people were concerned about motorists parking on yellow lines outside the Post Office. This was said to cause a hazard to other traffic and pedestrians alike. Council Enforcement Officers will now be visiting the area on various occasions and may issue parking tickets to offenders. Residents are asked to observe the yellow lines when parking in this area to ensure the safety of others.

During the Neighbourhood Assessment residents were offered a free home security check by the Police and six householders requested this service.

If you wish to contact Ottery St Mary Police please telephone 08452 777444 or email simon.tennat@devonandcornwall.pnn.police.uk or anita.kemp@devonandcornwall.pnn.police.uk.

Speak Now

Residents were asked if they would like to be more involved in public services. Speak Now is a panel of people who want to be actively involved in local





issues. There are currently over 200 members on the panel, but we need more. The Council wants to find out what people think about the services it provides. It's not enough to think we know what people want, we believe it's important to ask them exactly what they do want.

By joining the Panel residents can take part in focus groups, attend meetings of special interest or maybe fill in a questionnaire. Its up to you to choose your own level of involvement. And by having your say, you can influence what the Council does.

Whilst we would welcome members of all age groups onto the Panel, we are especially keen to see more young adults taking part. Workshops and discussions are often arranged to take place out of work hours to give them the opportunity to come along whilst, for those who do not like to go out in the evening, events are also held during the day.

If you are interested in finding out more, you should call 01395 517569 or email speaknow@eastdevon.gov.uk. Alternatively you can join online at www.eastdevon.gov.uk/speaknow.

British Red Cross

The British Red Cross are hoping to hold a free two hour first aid course targeted at rural and remote areas in Devon, enabling individuals in an emergency situation to provide basic life support until the emergency services arrive.

During the survey residents were asked whether they would consider attending the first aid course in the village, and around twenty-three residents expressed an interest. The course is due to be held in the next few months and may include the new REDiPlan home emergency planning session, which helps people to plan ahead for emergencies.



If you are interested in taking part in a life saving course, please call Pamela Willerton on 0127 327918 or email pwillerton@redcross.org.uk for further information.

Pot holes, weeds and sign cleaning

We received several complaints about the condition of the roads in the area and specifically pot holes that were said to cause hazards to drivers and cyclists on Pinhoe Road.

This was passed to Devon County Council's

First aid tips from the British Red Cross



Heart Attack

- A heart attack is one of the most common life-threatening heart conditions in the UK.
- If you suspect someone is having a heart attack, sit the person down, call an ambulance immediately and if the person is conscious, give them a 300 mg tablet of aspirin to chew.
- The main risk is that the heart will stop beating so be prepared to resuscitate if necessary.

Bleeding

- Your main aim is to stem the flow of blood.
- If you have disposable gloves available, use them. It is important to reduce the risk of cross-infection.
- Check whether there is an object embedded in the wound. If there is nothing embedded, press on the wound with your hand, ideally over a clean pad, and secure with a bandage.
- If the wound is on an arm or leg raise the injured limb above the level of the heart and then call 999/112.

Highways Management, who confirmed they have already identified some pot holes which are considered highway safety defects and a repair order has been raised for their contractors to carry out repairs shortly. Any more recent erosions reported will be dealt with at a later date.

There was a complaint that the weeds on the bridge were said to be overgrown and this has also been logged for Devon County Council to cut back.

There were complaints that the Stoke Canon road signs were dirty and gave a poor welcome into the village. A request was made to Devon County Council to clean the signs. Unfortunately they reported that they considered this to be minor grime and confirmed that the signs were legible. A spokesman said they do not currently have the resources to do minor maintenance of this type.

Dogs

Dog fouling was a concern to many residents throughout the village. The worst affected areas were reported as the public footpaths and the area around the railway station. All complaints were logged to the Council's Enforcement Officer, who has visited the village on several occasions in plain clothes and spoken to dog walkers.

A new Dog Control Order came into force across East Devon in 2009. This makes it 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. The only exception is Forestry Commission land.

Anyone who witnesses dog fouling in a public place is asked to report this to Environmental Health. The dog's owner will be contacted and they may be issued with a fixed penalty of £80 or could receive a fine of up to £1,000.

Some residents asked for more dog



bins to be provided. Additional dog bins can be supplied and emptied three times a week by StreetScene, if formally requested and paid for by the Parish Council.

Please call Environmental Health on 01395 517457 for all dog related concerns.

Devon Care & Repair

Devon Care & Repair are a home improvement agency who can 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 this scheme were offered to those in need during the Neighbourhood Assessment and eleven householders requested referral forms. Some disabled residents were unaware of the help they could receive.

There is also a 'handyperson scheme' which provides assistance with an assortment of small repairs around the home, whilst ensuring that work is done professionally and at a reasonable cost.

For further details about assistance you can receive from Devon Care & Repair please call 01395 514790.



Devon Care & Repair offers a 'handyperson scheme' to assist with repairs around the home

Building control

Residents were asked whether they had any concerns regarding buildings or ongoing building work in the area and one resident reported concerns about a possible dangerous wall.

This complaint has now been investigated by a Building Control Officer. If you wish to speak to an Officer about any building works or structures in the area, please call Building Control on 01395 517482.

Housing

A resident who reported they had no central heating was referred to the Council's housing section to be assessed for possible grant assistance for installation of heating.

For more information on private sector housing issues or to see whether you may be entitled to help with heating please call 01395 517457.

Rats and seagulls

Six residents said they had been concerned about rats in the area. EDDC offer East Devon residents a reduced cost pest control service for pests of public health significance. This service is provided on the Council's behalf by Rentokil Initial plc.

Details of the pest control service have been supplied to any householder who requested a treatment. Many types of pest can be treated and the treatment for rats is available for domestic properties at a reduced cost of £20 per treatment plus VAT.

To request a pest control treatment please call East Devon District Council's switchboard on 01395 516551 or to discuss any pest problems in your area, please call Environmental Health on 01395 517457. Some residents felt that seagulls were being encouraged into the area by people who feed the birds with scraps of food. EDDC ask residents not to feed seagulls or pigeons, as:

- it affects their health
- it attracts pests and is a risk to human health
- it makes them aggressive towards humans
- it damages buildings and the environment
- it causes nuisance.



Using hanging bird feeders containing seed and nuts is a better alternative to leaving out scraps of food and bread for birds. Any spilt seed should be cleaned up regularly to avoid attracting rats.

Fire safety

Devon Fire and Rescue can arrange a free home safety check to all residents. The scheme was promoted during the Neighbourhood Assessment and eleven people requested a home visit.

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 a short assessment, give advice and may be able to supply a smoke detector.

If you would like to request a free fire safety visit, please call Freephone 0800 7311 822 or text Info Line on 07800 002 476.

Litter

Litter was not considered to be a serious concern throughout the village, but a few people said it was left around the bus stop or thrown from cars. Some said they felt rather remote from East Devon District Council and occasionally neglected by some services.

Some residents wished the village was cleaned more frequently and others were annoyed with litter left by the refuse collectors.

StreetScene confirmed that the mechanical sweeper visits the village four times a year and the REACT team conduct a whole village clean up once

a year. In addition to this StreetScene send street cleaners to respond to any specific complaints about litter or other refuse problems in the village as and when they are reported by the public or the Parish Council.

If you would like to report a litter concern please contact StreetScene on 01395 517528 or email Customer Services directly at streetscene@eastdevon.gov.uk.

For enquiries and further information on Planning please visit www.eastdevon.gov.uk or call 01395 571595.

Home Safeguard

Details of the Council's Home Safeguard scheme were discussed during the survey and eight 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 the Home Safeguard service please call 01395 519739 or visit www.eastdevon.gov.uk/homesafeguard.

Energy efficiency

The Cosy Devon scheme offers free or greatly discounted loft and cavity wall insulation to all homeowners and private tenants. During the Neighbourhood Assessment residents were offered information and advice relating to the grants available for energy efficiency measures and thirteen residents requested further details and an application form.

If you would like more information or a free, no obligation survey, please call 0800 512 012 to speak to an advisor at Energy Action Devon.

Miscellaneous

One resident called for the local pub to re-open as they felt it was a valuable asset for the village community.

A fallen tree was reported to be blocking part of the footpath on the disused railway line between Stoke Canon and Brampford Speke, making it difficult for people with buggies to use the path.

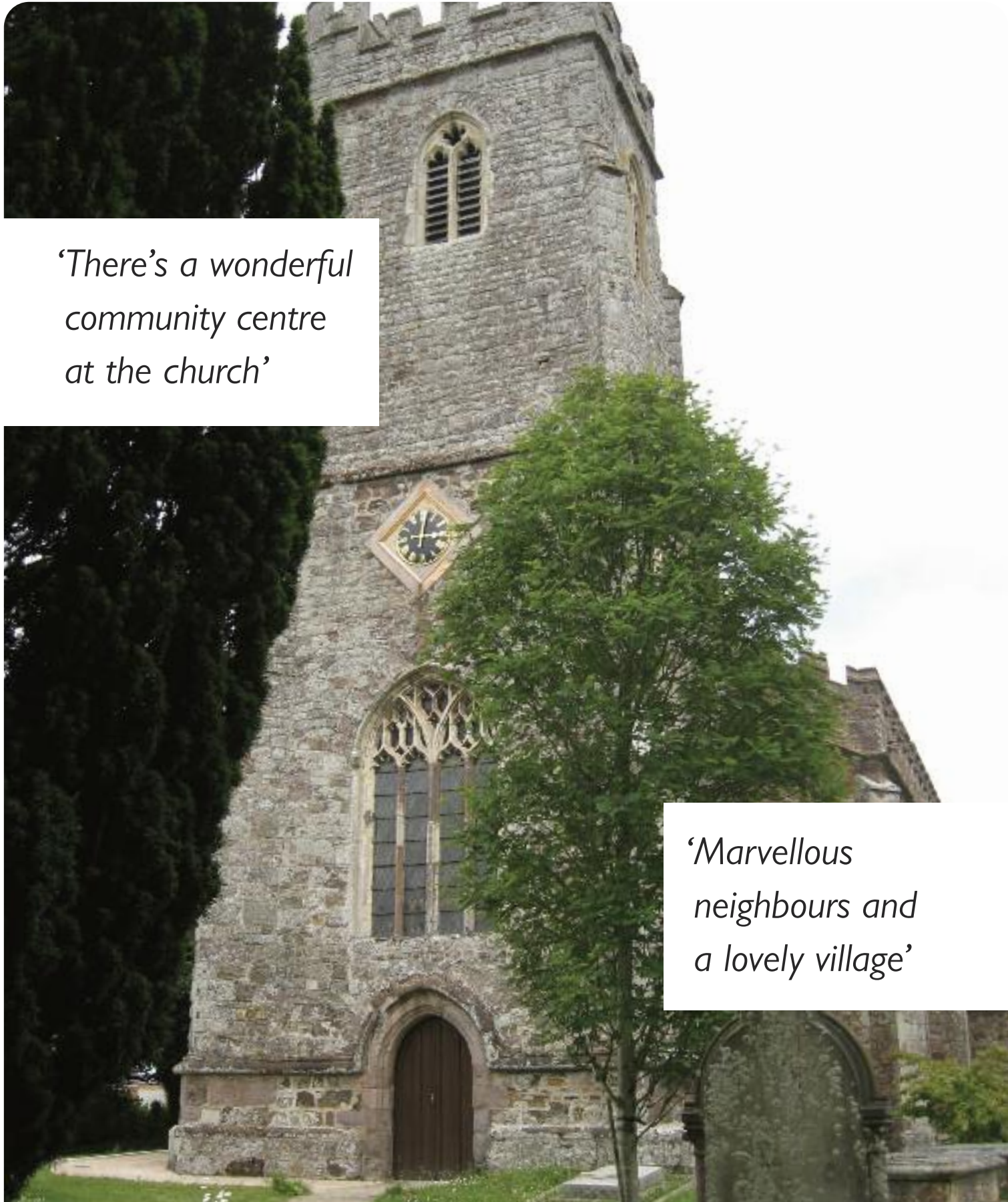
We contacted Devon County Council who have agreed to visit the area and remove the tree as soon as possible.

One resident was concerned about a high leilandii hedge and a Council Officer has been asked to give advice about this problem.

Another person was concerned about the size of a large oak tree in Chestnut Crescent. The tree in question appears to be growing in a private garden and is subject to a Tree Preservation Order and anyone wishing to carry out work on the tree would need to make an application to the Council for consent.

A gully was reported to be blocked in the road. We contacted South West Water and logged a request for the area to be unblocked and cleaned.





'There's a wonderful community centre at the church'

'Marvellous neighbours and a lovely village'

How to get in touch

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

Environmental Health
East Devon District Council
Knowle, Sidmouth, EX10 8HL
www.eastdevon.gov.uk



 Printed on paper from sustainable sources