

# Your views on your neighbourhood

## NEIGHBOURHOOD ASSESSMENT *for* Broadclyst



PRODUCED BY EAST DEVON DISTRICT COUNCIL'S ENVIRONMENTAL HEALTH TEAM

Summer 2011

*'I have good neighbours – what more could you want?'* — Resident

*'A lovely village to live in, everyone says hello – it couldn't be nicer'*

— Resident

### About the Neighbourhood Assessment

## Listening to your views in Broadclyst

**A NEIGHBOURHOOD ASSESSMENT** was organised by Environmental Health in the village of Broadclyst in July 2011. East Devon District Council staff were joined by an Officer from Ottery St Mary Police and together carried out a door-to-door survey, asking residents about their neighbourhood. Around thirty Neighbourhood 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 village and were offered information about certain grants and assistance available. They were also asked whether they would be willing to attend a free life saving course which could be organised by The British Red Cross. An open surgery was held on the same day in The

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## Traffic concerns

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Victory Hall, where an Environmental Health Officer was available to discuss local concerns with any resident from across the Parish.

The team visited a large number of properties in the village during the Neighbourhood Assessment leaving information about how to get in touch at properties where there was no reply. Approximately fifty residents were interviewed and 90 per cent of those spoken to said they were satisfied with the services they currently received from EDDC. ■



East Devon District Council staff with representatives from local police and the Red Cross

### 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 (summer 2011).

### 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](mailto:dchallice@eastdevon.gov.uk).

## School parking



Local primary school where many children walk to and from to their homes

**THERE** was a lot of concern about the problem of parents parking around the schools, with the primary school being the main area of concern. Residents said the Council car park quickly becomes full and parents then resort to parking outside nearby properties. This was said to block driveways and sometimes made it difficult for drivers to access their properties when cars were parked in turning circles and on pavements.

There was also concern about emergency vehicle access being blocked. The Police will be visiting the area to speak to parents who park inconsiderately or cause an obstruction in the new school term. Several people also requested more parking enforcement for vehicles parked on double yellow lines, especially around the Post Office area. Parking enforcement is now the responsibility of EDDC, and their Enforcement Officers have been asked to visit the area more frequently and target these problem areas. ■

## Streets, roads, refuse

### Speeding

**MANY PEOPLE** said they believed speeding traffic was an issue throughout the village and surrounding roads. The worst affected areas reported were said to be the main road and the Old Coach Road, Woodland Road, Town End and the main roads leading from the village centre. Several residents called for extended 20 mph zones and some even suggested speed bumps in the worst affected areas.

There is a newly formed Broadclyst Traffic Group and PC Cavin confirmed that the Police are currently supporting this group. The group are addressing all these concerns and it is hoped that very shortly a Community Speed Watch for Broadclyst will be set up whereby volunteers are able to monitor speeding traffic. ■

**One of the signs directing attention to the closely situated dog bin, warning against fines for dog fouling**



### Dogs

**RESIDENTS** were asked whether they considered there was a problem with dog fouling in the village and several people said they felt the situation had improved in recent months. However a number of people thought there were still areas that were regularly fouled. The Playing Field, Town End, Elbury Lane, and the churchyard were highlighted.

Some felt the increased number of dog bins in the village had significantly encouraged dog walkers to pick up, although there were concerns that the dog waste bins occasionally overflowed. StreetScene confirmed there are now ten dog bins within Broadclyst and these are funded by EDDC and Broadclyst Parish Council. They are emptied between one and three times a week. All bins are numbered and labelled with advice to contact EDDC if seen to be full, overflowing or damaged so that the problem can be resolved. All EDDC litter bins can also be used for bagged dog waste.

There is a Dog Control Order across East Devon. 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. Anyone witnessed dog fouling will be issued with a fixed penalty fine of £80 for a first offence. If you see any person failing to clear up after their dog in a public place, you may wish to contact Environmental Health on 01395 517457.

Complaints were also received concerning the noise from barking dogs. Officers have been in touch with the owners of the dogs to give advice and guidance. ■

## Solution agreed for problem road surface



Some of residents concerned about the poor road surface

**THERE** were concerns about the condition of a National Trust owned lane leading off Sunnyfield Road. Residents said the stoney

road was being washed down in heavy rain and large stones were then being thrown up by passing traffic before gathering on the

highway. There was also concern that the road could be a potential slip hazard to the nearby residents in sheltered housing. We spoke to the National Trust and Devon County Council about the area.

Devon County Council confirmed that they plan to re-surface Sunnyfield Road this year and offered to extend the road surface up into the National Trust owned lane if the National Trust would fund the additional works. The General Manager of The Killerton Estate has now agreed that they will pay for the road surface to be extended up into their road, thereby alleviating the problem. It is hoped this work will be completed this year. ■

## Litter

**A NUMBER** of people said there were areas of the village where litter was a problem. The worst affected areas were thought to be the alleyways around the Playing Field and the pavements around the shop. Some people blamed school children but others thought adults were also responsible and had seen litter being thrown from passing cars.

StreetScene's REACT operatives were in the village all week carrying out a litter pick and sweep up, which included the hedges and road sides. They

confirmed that Broadclyst is visited each Monday when litter bins are emptied and depending on service issues, there is a general litter-pick of the area. There is also a visit by the mechanical sweeper approximately every twelve weeks. If REACT are in the area recovering fly tips etc, they will also make additional visits if time allows. Any problem areas of litter can be reported to StreetScene at any time. ■

## Fly tipping

**OCCASIONAL** fly tipping in the area was mentioned, and that this usually happened in laybys and around Elbury Lane. We spoke to StreetScene and they confirmed that they have only had reports of two fly tips in this area in the last year, and they were unable to establish who was responsible.

There is a maximum penalty upon conviction of £50,000 and/or twelve months imprisonment for fly tipping. StreetScene ask residents to help keep East Devon clean and report any fly tipping witnessed on 01395 517528. ■

## Housing and buildings

### Waste and recycling

**MANY PEOPLE** praised the new weekly recycling scheme and said once they became used to the changes, felt it was a great improvement. Some called for cardboard, plastics and garden waste to be included in the collections.

Since Monday 5 September, EDDC has started a trial in Beer for collecting cardboard and all plastics. Cardboard and other plastics, such as yoghurt pots and ready meal trays, will be collected from properties from the green recycling box.

The trial will run for three months and information will be collected about how people use the service, how much is collected and how long it adds to the round. This will enable EDDC to assess the viability and practicality of the service for the rest of East Devon.

**Otter Rotters** Garden waste is not collected by EDDC, however Otter Rotters are a garden waste collection service who collect from many parts of the district. Although they do not currently cover Broadclyst, the company have said they would extend their collection round to include Broadclyst if around ten to twelve residents were willing to sign up to use their service.

To join the scheme you can contact Otter Rotters on 07837 477050 or email [info@otterrotters.co.uk](mailto:info@otterrotters.co.uk). Participants buy discs and bags from various outlets then place the filled bag of green waste out for collection with a token. The bag will be collected, take the token and leave you another bag. Tags cost £1.25. The long lasting bags cost £4 each and are freestanding and easy to fill.

StreetScene can be contacted on 01395 517528 for more information and to report any refuse or recycling problems. ■

### Building Control

**RESIDENTS** were asked if they had any concerns about dangerous structures, buildings or ongoing works in the area. A number of people were concerned about the safety of the closed Animal Kingdom premises as they believed children had been accessing the site. An officer confirmed they have now written to the owners, advised them of their responsibilities and asked them to take some action. Building Control will now monitor the site and consider taking more forceful action if the matter is not resolved to their satisfaction.

There was also some concern over a wall at Haymans Farm. Building Control have contacted the owner and advised them of their responsibilities. They will look for a long term solution and will monitor the situation, but take no formal action at this time.

If you wish to speak to an Officer about any building works or structures in the area, please call Building Control on 01395 517482. ■

The closed Animal Kingdom site on the main road



# Planning issues

**THERE** were some complaints by the parish council that EDDC ignored their recommendations at times on planning issues. A planning spokesman said:

‘In the Core Strategy Preferred Approach Document (2010), at paragraph 5.1, East Devon District Council states that: “under the new coalition Government there are very clear messages about local people making local decisions about whether, how and why their home places should change and therefore what development should happen. In the way we work as a Council we need to be responsive to the views of Parish Councils, local neighbourhoods and other local area bodies and organisations.”

‘Parish Council do have a key role to play and through initiatives such as Neighbourhood Planning will have real opportunities to actively plan for development in the future. However, further to all this future potential there are still a number of real issues and constraints that need to be considered.

‘East Devon District Council has recently given

training to parish councillors. This explained why the decision made by a district council on a planning application may not reflect what a Parish Council suggested very early on in the life of the application, and without access to all the subsequent data, research, and opinion from professional consultees such as the Environment Agency, the Highway Authority and others, that the District Council had access to. There is also reference to policy, both local and national, as well as legal implications and case law that may influence a decision.

‘We would urge anybody who has concerns about why a decision turned out the way it did, to read either the Development Management Committee agenda report (a copy of which is always sent to the relevant Parish Council) or the delegation report (both are accessible from our website) which every planning application has, to gain an understanding of our reasoning. It is in these reports that all the competing views and material planning matters are assessed and a recommendation proposed.’ ■

## Damp

**A RESIDENT** complained about damp at their rented property. This was passed to an EDDC Housing Officer to investigate and he has now visited the property to give advice. The National Trust own the property and recently began carrying out preparation works prior to decorating the exterior.

In their preparation they uncovered loose render, which is believed to be the cause of the damp at the property on the ground floor. The tenants have been advised to contact EDDC again if the problem reoccurs in the winter months. ■

## Crime

**SEVERAL** people highlighted previous minor thefts that had occurred at properties in the village. There were also reports of plants stolen from allotments and some residents said they were worried that crime may increase with the increase in population due to the new development nearby. ■

## Useful information

### The British Red Cross

**THE TEAMS** were joined by a representative from The British Red Cross who asked residents whether they would consider attending a first aid course if it was held in the village at a future date, and twenty-five people said they would be interested.

The course is hoped to be held in the near future and may include the REDiPlan home emergency planning session, which helps people to plan ahead for emergencies.

If you are interested in taking part in the life saving course, please call Pamela Willerton on 01823 273712 for further details. ■



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 01395 514790. ■

#### 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.

Nine residents requested an application form for insulation, one asked for information about solar panels and one asked if they would be eligible for a grant for double glazing. If you would like to apply for a free, no obligation survey, call Cosy Devon on 0800 512 012 to speak to an advisor. ■

#### Praise for Parish Council

**THE LOCAL** publication *Broadsheet* was repeatedly praised by residents throughout the village, and the Parish Council were praised by many for all their work. ■

# 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](mailto:speaknow@eastdevon.gov.uk). To join you can complete the online form at [www.eastdevon.gov.uk/joinspeaknow](http://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](http://www.eastdevon.gov.uk/homesafeguard). ■



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