

Amesbury Community Plan: Community Facilities Health & Wellbeing Panel

At a meeting held in Berwick St James on 23rd September 2013 **Jill Rankin Community Health Awareness Team Project Lead**, presented an overview of the Community Health Awareness Teams (CHAT) – run by the Clinical health Commissioning Group - currently working in the Sarum Area (which includes the Amesbury Community Area). The aim of the CHAT teams is to reduce pressure on GP time by identifying and working with those patients who visit their GP frequently but who do not have a medical problem. Some people can visit their GPs over 20 times in a 6 month period. The GP will refer the person to the CHAT worker who will offer them a 40 minute session to identify any issues. The worker will then help them to access what is going on in the community. Some people have issues that can quite easily be solved if they are directed to the right person/group. Some people have become volunteers in the community as a result of the scheme.

The project is at a pilot stage at present, with CHAT workers based in two GP surgeries in Durrington and one in Amesbury and one in Shrewton. The pilot scheme will be evaluated and if deemed a success will be rolled out across the county. At this point the Area Board could be of assistance with publicity etc. There is a link to the scheme on the wfcap website. CHAT workers will be linking in with Community First and the Wiltshire Good Neighbours Scheme. The directory of groups/clubs and associations currently being drafted would be a useful tool for CHAT workers to access. Contact will be maintained with Jill to keep aware of developments and how the Area Board might help promote the scheme.

Community Link Schemes – How to support Families & Young People
A summary of the meeting of Link Scheme Chairmen held on the 6th September to discuss the possibility of including young people & families within the existing Link schemes was presented.

Key points summary:

- Existing schemes do not have enough volunteers for current work
- To include young people & families would be a fundamental change to the charitable purpose.
- Is there a clear need for a service for young people & families?
- Shrewton is willing to pilot an informal scheme via their village website

Actions summary:

- Identify need for such a service
- Pursue information from 'Wheels to Work' scheme
- Explore other existing models for community transport schemes

Future Focus for the Panel

- Mapping of Community Facilities – directory, improvements to facilities
- Investigate the need for the installation of sound systems in village halls and potential Area Board funding

Amesbury Community Plan: Crime & Community Safety Panel

Key players including Amesbury Town and Area Board Councillors, Stonehenge Chamber of Trade, Police, Licensed Trade Representatives, Security Staff, Taxi Owners, met on 4th October at a meeting of the Community Area Plan: Crime & Community Safety Panel. This followed an initial meeting held on the 22nd August to talk about issues to do with the Night Time Economy in Amesbury.

Since the August meeting, positive actions have been implemented to help to improve the situation regarding noise and criminal activity which has seen an increase in recent months. A recent major police operation – Operation Harness - saw twenty five additional officers drafted into the Amesbury Community Area to tackle a number of issues, including the Night time Economy in Amesbury and elsewhere.

Town Councillors have been out on the streets on weekends to experience the situation themselves. A number of initiatives have already been successfully implemented. The George Hotel and The Kings Arms have worked together to stagger closing times to reduce the number of revellers out on the streets at any one time. Door staffs are refusing entry to those people who are obviously under the influence of alcohol and Police have made a number of arrests for public order offenses with individuals fined.

Pubwatch in Amesbury has been re-launched this week with assistance provided by the Stonehenge Chamber of Trade and advice from Salisbury Pubwatch. The new Chairman, Ken Staniforth wants to work together with all licensees, including supermarkets and garages to tackle the issue of alcohol abuse in the town.

Radios are to be purchased this with grants from the Area Board and Town Council, to link all premises so that they can communicate information about problem clients. Future plans will be to link with Salisbury pubs and CCTV cameras.

John Noeken, the panel Chairman said “This meeting was very positive, contributing ideas and a firm commitment to make improvements to the Night Time Economy. The town centre should become a more safer and attractive night time destination for both customers and residents alike.”

Amesbury Community Area Plan: Environment Panel

Notes from a meeting held on 15th October 2013

Martin Litherland, Head of Waste Management Services at Wiltshire Council

was invited to attend the meeting to clarify the situation regarding the charging for the collection of waste from Village Halls and community buildings.

Martin gave an outline of how Wiltshire has been performing in terms of recycling targets and diversion of waste from landfill. 213,274 tons of household waste was produced during 2012/13. Of this 46.85% was either recycled or composted. 31.68% was sent to landfill. In total 110,000 tons of waste will be diverted from landfill. There are clear financial drivers for recycling. Targets have been set to reduce the amount of waste going to landfill. The aim is to recycle over 50% of household waste by 2014. Landfill tax costs up to £80.00 per ton of waste.

A record is to be kept of householders consistently putting out excess household waste for collection. From mid-October excess waste will not be collected - only waste contained within the Wheelie bins, with lids closed will be taken. There needs to be an increased and ongoing debate about consumerism and the managing of waste. More publicity is needed - residents are perhaps not aware of all the recycling facilities that are available, for example aerosols, textiles etc can be put in the black boxes. Households can have at least two black boxes. Encouragement is needed to get people to buy items in packaging that can be collected from the kerbside (ie juice in plastic bottles rather than Tetrapacs).

Waste Collection from Village Halls

There is an inconsistency about how this issue has been treated – a legacy from District Council days. Controlled Waste Regulations 1992 was interpreted in different ways. A review of chargeable waste services took place in 2010. Further demands cannot be made on Council Tax payers. The new costs will cover collection and the real costs of the disposal of the waste.

- Premises used only for public meetings will only be charged for collection not disposal
- There is no benefit from being a charity (most Village Halls are).
- Wiltshire Council wrote to all customers about the charging for the removal of waste
- Wiltshire COUNCIL NEED TO ENGAGE WITH Village Halls and Village Halls Association about the new service. Legislation will be defined by summer 2014.
- Sports Halls – they will be/are charged commercial rates for collection and disposal
- Customers can go to other commercial waste collection companies for quotes to compare prices.
- This may not be possible in rural areas where private companies are not so active.
- Wiltshire Council have a flat fee approach to collection whether urban or rural.

Martin Litherland to report back to the panel on the following issues:

- How do churches fit in? Commercial or household?
- Of those village representatives attending the meeting most had not been invoiced yet for collection of waste. There was a concern that the invoicing from Wiltshire Council might be retrospective from April 2013.
- **Parish Councils need warning of charges in order to budget for next year. Precepts need to be set by January 2014.**
- Some idea (menu) needed for budgeting purposes about how much it will cost for a standard volume bin at a Village Hall to be emptied.

- Wiltshire Council to produce a list/flyer of alternatives to bulky waste collection by the council eg reuse charities. Could combine with reminding householders about what can be recycled in the black boxes.

Recycling Facilities in Village Hall Car Parks: These are now largely redundant due to the improved kerbside collection. Parish Councils are asking for them to be removed as not really used.

Fly Tipping: Mostly from commercial waste service companies. Adrian Hampton of Local Highways & Streetscene to be contacted (meeting of Housing, Economic Development, Planning & Tourism Panel 04.11.13 at 6.30 pm).

Collection/Disposal of bulky Household Items: Householders should not rely on Wiltshire Council for all waste removal. Alternatives are available, ie British Heart Foundation will collect useful items of furniture for free. Reuse opportunities are being investigated with Hills Waste.

Clarification of the cost of the removal of a bed by Wiltshire Council: Although the various components still count as individual items, the cost total would be £22, and not the £45 that was suggested at the meeting. The charging structure actually allows for 1-4 items to be collected at the £22 charge. **It is also worth noting that residents in receipt of benefits will also benefit from a 50% discount**

<http://www.wiltshire.gov.uk/rubbishrecycling/householdwaste/bulkywaste.htm>

Litter Bins/ Collection of 'picked up' litter: Parish Council are now a 'litter authority' for municipal solid waste disposal. Local Highways & Streetscene (Craig Campbell) are in charge of this aspect of waste collection.

Parishes will be supported by Local Highways & Streetscene when they organise their own litter picking events.

**If notice of c 2 weeks is given to Craig Campbell, he will supply the following:
Bin liners, Hi-visibility vests, litter pickers, Gloves and free collection of the bagged waste a few days after the event.**

Amesbury Community Area Plan: Housing, Economic Development, Planning & Tourism Panel

Notes from a meeting held on 4th November 2013 to discuss the Balfour Beatty Local Highways & Streetscene Contract

The meeting was called to work out an informed way of working together, to identify systemic failures and to understand how to improve communication between Wiltshire Council and local communities.

Adrian Hampton, Head of Local Highways & Streetscene at Wiltshire Council made a presentation about the new Highways & Streetscene contract with Balfour Beatty. This came into being from 1st June 2013. Craig Campbell is the Community Coordinator for the Amesbury Community Area and the point of contact for Parish Councils. Parish representatives were able to raise issues of concern about the contract.

APP – a new APP has been developed by Wiltshire Council(WC) for use on smartphones and tablets. This can be downloaded from the WC website. Photos can then be taken of issues that require attention and will be immediately logged onto the system, real time data capture. If no smartphone then issues can be reported via the WC website.

Potholes – it was explained that WC have a statutory duty to repair potholes if they reach intervention level. A copy of the Highways Manual is available on the WC website. This gives information relating to the statutory response time for repairs. Cyclists mentioned that even though some potholes might not reach intervention level they are still of grave danger to cyclists.

Concerns Raised by Parish/Town Council reps:

- Lack of feedback from WC when issues were reported. Some PC's were very frustrated that they had been reporting the same issues many times without any response
- Potholes not being repaired
- Grasscutting – infrequency of cuts
- Litter bins not being emptied

Positive Feedback - It was recognised that Officers have been working very hard to mobilise the new contract and that the situation is continuing to improve.

Positive Points for the Future:

- Mobilisation of the contract has been taking place from 01/06/13, there have been problems but these will not be repeated next year. Balfour Beatty will be penalised if terms of the contract are not met. The work is closely monitored and scored by Craig on a weekly basis and by Andy Cole every month.
- WC recognise that feedback has been inadequate in the past. The new reporting systems and having Craig Campbell as a single contact should improve the situation
- The contract is designed to be flexible but it requires input from parish/town councils to implement/develop/meet needs of communities.

- Clarence – the number could be removed as if it is phoned on a mobile calls currently diverted to Edinburgh. Looking to implement an 0300 number for all services.
- Substantial additional funding over next 4-6 years to be used for road repairs over the next few years, which will lead to an improvement re the pothole situation. Seven inspectors will be looking at potholes. Patching work will start from November 13.
- Maps of each Parish/Town area are being produced to identify areas where grasscutting zones. The maps will be produced by January 2014 at the latest. Parish/Town councils can then provide feedback.
- Plans to be produced to clearly show areas for litter picking, litter bin emptying and street cleansing
- A schedule to be produced to include frequency of grass cuts, hedge and verge cutting
- Trackers are fitted in mowers to check movements, it is planned to tie in mower movements with interactive maps so it will be clearly visible when grass has been cut – or not.
- Community Days – one day per week is available for the Amesbury Community Area. Parishes can request a day to carry out work in conjunction with the community. Shrewton have already arranged a community day.