

Community Initiatives
PO Box 2117
Salisbury District Council
Wiltshire
SP2 2DS
contact: Amber Skyring
direct line: 01722 434568
fax: 0870 400 7757
email: askyring@salisbury.gov.uk
web: www.salisbury.gov.uk

Report

Report subject: Bemerton Ward Plan Endorsement
Report to: City Area Committee
Date: 13th November 2007
Author: Amber Skyring, Principal Community Development Officer
Portfolio Holders: Community: Councillor Brian Dalton

Parish/Ward/Town Plan Endorsement

1. Report Summary:

Bemerton Ward has submitted their completed Plan for endorsement by the City Area Committee. Salisbury District Council has validated the plan on the grounds that the required Parish Plan Validation criteria have been reached and recommend that City Area Committee endorse the Plan as outlined below.

2. Context

Parish Plans emerged as a structured community planning mechanism in the November 2000 Rural White Paper "Our Countryside – The Future" which set out the Government's plans for the countryside. In preceding years' initiatives such as village appraisals and village design statements had demonstrated the value in whole communities coming together to set out their vision and ways of achieving it. Parish Plans began to emerge from this process and the idea was developed and championed by the Countryside Agency under their Vital Villages programme until 2005 when the responsibility was passed over to DEFRA.

The principal purpose of parish and town plans is to:

"... set out a vision of what is important, how new development can best be fitted in, the design and quality standards it should meet, how to preserve valued local features and to map out the facilities which the community needs to safeguard for the future. Plans should ...identify key facilities and services, set out the problems that need to be tackled and demonstrate how distinctive character and features can be preserved."

3. Validation Process

The district council has put in place a voluntary quality assurance mechanism that is designed to guide communities towards preparing the types of Parish, Ward and Town Plans, which can have the maximum impact upon service providers.



Awarded in:
Housing Services
Waste and Recycling Services



The key components of the validation are that:

- It is voluntary, but if the simple guidelines are followed it can be assured that the plan is likely to be taken more seriously.
- It has involved more direct discussions with service providers ensuring expectations and reality are more closely matched
- The plan is better informed through the use of better information and techniques to underpin discussion within the community.
- It ensures that the action planning stage draws in a wide a spectrum of interests to help delivery

The Validation Process ensures that a robust route has been taken when producing the plan, and that all members and key stakeholders within community have been consulted with. It is not about the contents; however, it ensures that they are realistic and deliverable

4. What does endorsement mean?

By endorsing the Plan, City Area Committee are recognising the value of the work the local community has put together in establishing the needs and aspirations of the community and demonstrates their commitment in recognising the democratic voice of that community. The Committee also agrees to take the Plan into consideration when making decisions regarding the community.

5. Recommendations.

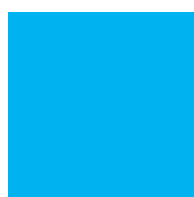
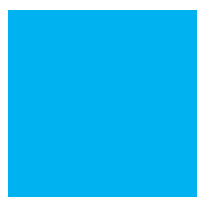
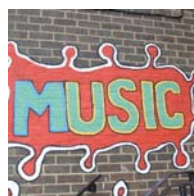
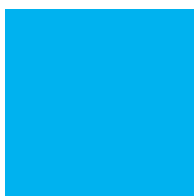
- 1) Approve the plan for endorsement (on the basis that the process was comprehensive; the validation process does not make a judgement on the content or any form of commitment to actions from SDC or other agencies).

6. Implications:

- **Financial:** None
- **Legal:** None
- **Human Rights:** This process should allow the rights of individuals to be more openly represented.
- **Personnel:** None
- **Community Safety:** None
- **Environmental:** None
- **Council's Core Values:** Parish plans will improve quality of life in the district by identifying key issues in each community and helping to address them.
- **Wards Affected:** Bemerton Ward

A WARD PLAN FOR BEMERTON

2007-2010



our ward, our plan, **our future**

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Executive Summary

Our vision is to see our community:

- **As a clean, safe, healthy and all-inclusive place in which to live and work.**
- **Having a strong community spirit and voice.**
- **Identifying and developing opportunities and services for the whole community.**
- **Presented in a more positive light to the wider community.**

The chance to change one's future is a tempting prospect, the opportunity to shape the future of an entire community is compelling to say the least, but that is exactly what community planning is all about - having the chance to be heard and ensuring that changes happen for the good and benefit of the whole community.

From the experience of the many people who have been involved in the making of this Bemerton ward plan, it is clear that the vast majority of our community is very keen to be involved in the process of community planning, to identify the issues that affect them and make things happen. The Bemerton ward plan represents over a year's work of consultation, research and analysis of results. This was only made possible with the cooperation of and participation by our community.

It is usual for a community such as ours to develop its plan with the assistance of a local parish council. Our ward does not, of course, have a parish council therefore much of the supporting work was carried out by the Bemerton Heath Interagency Group (IAG), a multi-agency forum of partners, including members of the community, who meet every other month to discuss and plan action on the issues that affect our community. The Bemerton Heath IAG gave its commitment to this ward plan as long ago as January 2006 when it simultaneously agreed to support the neighbourhood policing team initiative.

One of the overriding views from our community is that there is just not enough provision for young people in the ward. Approximately one quarter of our community (25.8%) are under the age of 16 years yet the facilities for this age group are sadly lacking. The absence of a central youth club is a major issue with the community, and the agencies involved are currently looking into ways of providing such a venue.

The community have also made it clear how much they like living on Bemerton Ward because of the strong sense of community and neighbourhood spirit, they also appreciate the open spaces and are particularly proud of the recognition of Barnard's Folly and Bemerton Heath Woodland as Local Nature Reserves. They are conscious though that work needs to take place to protect these spaces and are keen that this should happen.

Generally the residents feel that Bemerton Ward is a relatively safe place to live, however there is some concern regarding anti social behaviour, speeding cars and the fear of crime itself, these issues have been addressed in the Action Plans.

The actions that will come out of this plan are based on the views and issues that came out of consultation with our community and other interested parties. The community subsequently prioritised those views and issues. The Bemerton Heath IAG has already addressed some of those issues while others will require medium and even long-term action.

The community and the Bemerton Heath IAG together, are the architects of the plan and it is now up to us all to carry forward the actions that are based on the views and issues that came out of all the work of the past year. This document was not produced to sit on someone's shelf; it is a living document that will continue, over the years to come, to shape the future of the ward for the benefit of the whole community at Bemerton.

Mention is made in this document of our community featuring highly on indices of social deprivation. This, of course, is a fact and is the result of many of the problems that our community faces today. However, that is not a reflection on our community and the purpose of this plan is to tackle the very reasons why Bemerton Ward is ranked where it is on the indices. Bemerton Ward has so much to offer with its green open spaces and woodland, excellent schools, health care, shops and social venues. It is a place where we are proud to live and work.

It would be appropriate at this point to record our thanks to the many people and organisations that have helped to put this plan together. There are far too many to list, but a special thank you goes to the Bemerton Heath IAG who have already dedicated a lot of their time and will no doubt continue to do so as the action plan unfolds. Credit must also go to the community development staff of Community Initiatives, Salisbury District Council, for their expert guidance, funding and unflinching sense of humour when things didn't go quite right! Finally, we'd like to mention you the community, the most important group of all, without whom planning really does become just a document.

Background to the Plan

In November 2000 the Rural White Paper, 'Our Countryside: The Future: A Fair Deal for Rural England' was published. This sets out a range of measures to give local people a bigger say in managing their affairs, and a chance for everyone in the community to have a say in how it develops.

According to DEFRA (2006) the Rural White Paper committed the Government to establishing Parish Plans. This took shape as a key component of the Countryside Agency Vital Villages programme. Parish Plans were very successful and well received, with nearly 3,000 parishes becoming involved in just four years.

In March 2006 Bemerton Ward was identified as a pilot area for Neighbourhood Policing. Neighbourhood policing is the police services commitment to improving quality of life by working together with partners, targeting the issues that a community identifies as those that matter.

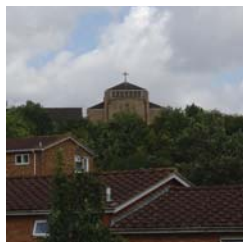
Neighbourhood policing policies run in parallel with Parish Plan policies in that the whole community is consulted in order to establish their views regarding the area in which they live. Parish Plans also consult the community regarding their needs and aspirations for the future.

It was apparent from the first results of the Neighbourhood Policing consultation that the views being expressed by the community covered a much wider variety of subjects than crime and community safety related issues and completing a Ward Plan would provide the opportunity to present these views to the wider community and strategic bodies.

The Bemerton Ward Plan is a pilot for the city following a template for Parish Plans but with the absence of a Parish Council the process has shifted slightly from the Parish Plan format.

It is hoped that by completing this plan it has identified local actions that can be achieved by local people and agencies, with the help of the Bemerton Heath IAG ¹.

It is also hoped that it will go some way towards influencing organisations that are involved in making decisions regarding the community, and become an integral part of the local planning process linking with and feeding into the Salisbury City Community Plan and the South Wiltshire Community Strategy



Representatives from:

¹ Salisbury District Council, Bemerton Heath Neighbourhood Centre, Citizens Advice Bureau, Sanctuary Shaftesbury Housing Assoc., Salisbury College, Bemerton Heath Surgery, Salisbury High School, Woodlands School, Raglan Housing Assoc., Swaythling Housing Assoc., National Children's Homes, Pembroke Park School, Ethnic Minority Achievement Service, Wiltshire Police, St Michael's Church, Wiltshire Fire Service, Barnardos, Trussell Trust, Wiltshire Youth Service.

Introduction

By local historian Chris Usher

The residents of Salisbury have always been aware of the importance of maintaining its flood meadows that reach virtually into the heart of our medieval town, giving it its distinguishing star shape. Any expansion therefore, has been on the higher ground, this giving our ward boundaries on three sides to open countryside, with walks to the river valleys and Salisbury Plain itself, an agreeable state of affairs, especially when reviewed in context with its heart, the Folly.

Our story starts in the 1920s when the present southern boundary of our ward was established with the building of houses on the north side of Queen Alexandra Road. By the time of the Second World War many private houses had been built, but the Folly still stood alone on the downs.

With the coming of peace, councillors foresaw the need for new houses on an unprecedented scale to house those servicemen and their families returning to their hometown. A bold decision was therefore taken to build Bemerton Heath, a council house estate.

A previous experiment to provide council housing had been successful at Macklin Road, a little to the south, in the 1920s, and this perhaps gave people the confidence to now try this on a grander scale, and so Bemerton Heath was born, from 1948 the estate growing into well over a thousand dwellings. Each phase reflected the style of housing of the day. Pembroke Road and its adjoining avenues were constructed in a non-bonded style which houses were largely rebuilt by the turn of the millennium.

A second phase from 1950 saw prefabricated houses erected along the Valley, Woodside Road, Olivier Close and parts of Westwood, and these still stand. The rest of Westwood had conventionally built brick houses and this has been the preferred method to the present day. A feature of all of the buildings through all of the phases is the generous space afforded to each plot.

To cater for the spiritual needs of the community, St Michael's church was opened in 1957. Standing on the A360 ridge afore the estate, there is hardly a house this side of the Folly that cannot see the landmark building.

Less conspicuous were the estates shops, Frowds on Pembroke Road, now a post office, Sally's on Pinewood Way and Dudley's on Devizes Road, which were joined in later years by a Spar supermarket in Gainsborough Close.

In 1952, an infant school was opened in the Folly, which has now expanded and is known as 'Woodlands'. By 1958, two separate schools were catering for senior pupils, St Thomas' for boys and Westwood for girls. The schools amalgamated to become Westwood St Thomas' School and more recently, in 2007, became Salisbury High School.

Routes serving our ward are the Devizes Road A360, which gives access to Queen Alexandra Road and the A36 Wilton Road at Pembroke Road. Nowhere within our boundaries is a road that can be described as a through route, all our streets are access only.

There are a very few employment opportunities apart from the shops and the vast majority of residents will commute to work, many using the local bus service, to other parts of the city or county.

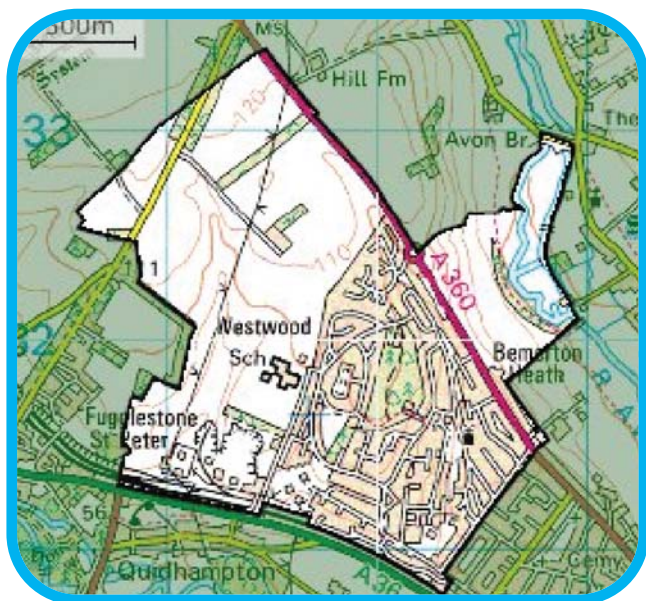
Recreational facilities now include the Bemerton Heath Harlequins football club with its fine stadium and this leads us onto highlight our wards very earliest connection with sport. In the year 1194, King Richard the Lionheart chose Bemerton Heath as the first location of a centuries old tradition, the Royal Tournament. The populace clamoured to see this grand event and they wore out a track that we now call – Tournament Road. Perhaps one day soon we will again be the centre of attention.

Where is Bemerton Ward?



Bemerton Ward is located in South Wiltshire on the northern edge of the City of Salisbury

It is sandwiched between the A360 and A36 with relatively easy access to the A303



The population is concentrated mostly in the south-eastern corner of the ward with the rest of the area being used for farming.

Our Ward

A Profile of our Community

Our ward of Bemerton is truly unique in the city of Salisbury. Situated some 3 miles to the north west of the city on the high ground between the two river valleys of the Nadder and the Avon, it covers approximately 340 hectares³ of land stretching from the southern boundary of Stratford Sub Castle in the north to Wilton Road (A36) in the south and from Queen Alexandra Road in the east as far as The Avenue, Wilton, to the west². Bemerton ward is home to 6288 people³, geographically one of the largest wards in the district and has a density of population of 18.45 persons per hectare, much higher than the average of 1.14 for Salisbury district and 2.07 for the south west region.³

Although an urban area, our ward has a very rural aspect with approximately 50% of the landscape given to agriculture with a mix of stock rearing, cropping and mixed farming. The soil is a mixture of predominantly loam/clay floodplain with naturally high groundwater and freely draining acidic lime rich soils over chalk or limestone. The main land cover is arable and grassland.

Amidst this rural charm lies the large housing estate of Bemerton Heath, some 2495 properties, 50% of which are owner occupied and the remainder rented. The development of the estate began in the post war era and by 1948 was well established with a mixture of building materials and styles that remain to this day. Areas such as Gainsborough Close, The Valley, Westwood and Fugglestone Red each have their own distinctive character yet fuse together to create the single community of Bemerton ward. One of the salient points that came out of extensive consultation in 2006 was the encouraging number of residents who said that they are very happy living in the ward.

At the heart of Bemerton Heath breathes the 'green lung' of the ward, The Folly. This mix of pine and deciduous trees once stood alone on the bone chalk grounds, gradually being surrounded by the houses as the years passed, not only surviving, but thriving as a designated local nature reserve. Over recent years a number of plans have emerged from local authority and volunteer groups to conserve and improve this wonderful natural resource for our community to appreciate and enjoy.

Another valued feature of the ward is the large expanse of green areas where the community can often be seen in recreational activity. In particular, the Green on Pinewood Way, the area around the Harlequins sports club, off Western Way, and The Valley are popular places for our children to play and have fun. Children's play parks are located in some of these green areas. Adjacent to the Harlequins sports club is a popular skateboard park, requested by the community through consultation in 2000.

Our ward features prominently on local and national indices of deprivation and many of the factors that place us in such an undesirable situation are currently being addressed by various agencies and the local authority in partnership with our community; the very basis of this ward plan. Nevertheless, there is a wealth of good schools, accessible local amenities and facilities which contribute to the well being of our community and which are highlighted in this profile.



² www.magic.co.uk

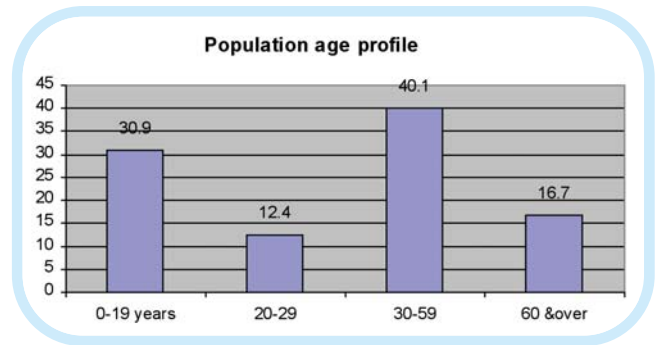
³ UK Census 2001

Population age profile

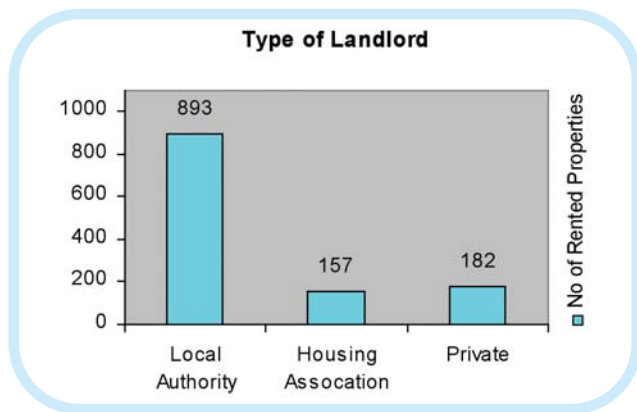
The demography of Bemerton Ward reflects our comparatively young population, with over one quarter (25.8%) of the population aged less than 16 years. This figure is about 20% higher than comparative figures for Salisbury and the nation, as is the percentage (5.1%) of 16 to 19 years old. A further 7.62% (479) of our community is under the age of 5 years.³

The largest number of residents fit into the 30 to 59 years age group, accounting for 40.1% of the total population, whereas 16.7% (1,050) are over the age of 60 years.³

The gender mix shows a slightly higher number of females to males with respective percentages of 51.62% to 48.38%.³



Our ward has the third highest number of residents in Salisbury District, but by far the highest number of lone parents living in households with dependent children (302).



Housing Environment

The housing environment is a particularly prominent issue for our ward, much of which is social housing. Of the 2,495 homes, half are owner occupied with the remainder being rented. Of the total properties, 36% (893) are rented from the local authority.³

In October 2006, in line with the rest of the district, our local authority tenants voted on the transfer of council owned properties to a social landlord, but by a majority of 71% against 29% (who voted district wide), preferred to stay under the jurisdiction of Salisbury District Council.

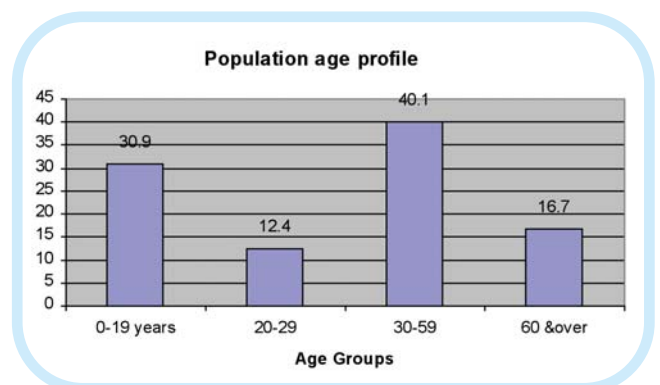
Economic wellbeing and employment

Our ward has 4349 residents in the age group 16 to 74 years. Of these, 3,078 (71%) are economically active and 1,272 (29%) are economically inactive. In comparison with the rest of Salisbury and nationally, the ward does not show any extremities within any of the indicators for economic activity or unemployment. Unemployment is very slightly higher within the ward than the rest of Salisbury, but not significantly compared to the national average.³

Bemerton ward would seem to be more deprived in terms of income rather than employment. Most of our working community is employed in unskilled occupations (18.5%) than any other type of employment, followed by skilled trades (15.82%). Only 4.52% are employed in professional occupations. Self-employment is noticeably low, possibly due

to the buoyant economy of the Salisbury area and the high rate of available employment.³

The majority of workers are employed in the wholesale and retail trade and repair of motor vehicles (22.93%), with significant numbers employed in manufacturing (12.14%), health and social work (11.11%) and construction (9.39%).³



² www.magic.co.uk

³ UK Census 2001

Education

We have one primary school, Woodlands Primary School, that lies within the ward boundary on Winding Way, with another 3 primary schools within a mile and a half of the centre of the ward; Pembroke Park Primary School, which moved in January 2006 from its former site at Festival Avenue to Devizes Road, just outside the ward boundary. The other schools are Highbury School in Highbury Avenue and St John's at Lower Bemerton. Each school caters for approximately 174 pupils.

Pre-school nurseries for 3 and 4 years old can be found at Woodlands and Pembroke Park, each school having up to 52 places each day, split between morning and afternoon sessions.

The Treetops pre-school playgroup is on Pinewood Way and runs morning and afternoon activities for up to 48 children aged 2 to 4 years.

Salisbury High School (formerly Westwood St Thomas School) is a high performing, flourishing, mixed 11-19 years comprehensive school of around 850 pupils. Recently, it was placed fourth nationally and first in the south of England for its contextual value added score. This measures the progress made by pupils whilst at their school. In 2006 the School gained Arts College status specialising in art, music and drama giving pupils the opportunity to work with professional artists to develop their talents. The school also works on arts projects with local community groups and cluster primary schools. Salisbury High School was adopted as a new name in 2006 and a new uniform was also adopted including a blazer and tie. This has further improved the image of the school in the community. The school offers an innovative curriculum, which challenges very able students with the philosophy of achievement of qualifications when ready rather than by age, whilst also providing suitable courses and support for students with special needs. The sixth form offers a wide range of academic and vocational qualifications. Sport features prominently at the school with a football academy in the sixth form. On site there is a well-equipped community sports centre.

The level of educational qualifications amongst the ward's adult population is below average compared to the Salisbury and national averages. The percentage of adults without any formal qualifications is 38.3% (23.7% for Salisbury), whilst 8.8% are qualified to degree level or higher (21.4% for Salisbury).³

Community amenities

There is a community centre at St Michael's church that has several rooms for private hire and for community use. St Michael's community centre also hosts the Trussell Trust, a charity that collects and distributes food to those who are in need around Salisbury district. Approximately 50% of their food deliveries are carried out on Bemerton Heath. The Trust also runs a charity shop and small coffee shop from the building.

Of considerable concern to our community is the fact that there is no youth club in our ward, the nearest being run by Wiltshire County Council Youth Services on Wilton Road, about one mile from the centre of the ward. With so many young people in the community it is not surprising that the most frequently voiced opinion during the large scale consultation in 2006 was the wish for a youth club and a community centre situated more central to the ward.

Pinewood Way is the site of the Neighbourhood Centre, which opened in September 2000 with the objective of promoting social inclusion and a learning centre for the community at Bemerton Heath. This partnership project, benefits from the involvement of Salisbury District Council, Salisbury College and 2 voluntary partners, NCH Wessex Family Centre and Salisbury Citizens' Advice Bureau.

The objective is achieved by providing advice and information, signposting and provision of services including external agencies. The centre is also a learning shop with several accredited courses run by the college including basic IT courses and Essential Skills (English and Maths). Recreational courses are also available.

Many of the activities held at the centre are designed to promote community involvement, including Homework Clubs for 7-12 and 13-16 years old, delivered in partnership with Salisbury Library, and a Luncheon Club for older people over 60 years. Play workshops are held for young people during the school holidays. A community run parent and toddler group meet weekly.

The centre also hosts a local Credit Union which offers financial services to local residents in the form of savings and low interest loan accounts, and Rethink, a leading national mental health membership charity, that provides services such as support with housing, benefits, employment, education, form filling, phone calls and signposting on to agencies such as the Trussell Trust, Shaw Trust, College and Job Centre Plus etc.

Salisbury District Council's discount scheme, the WISECARD, is administered from the Neighbourhood Centre. The card entitles the holder to a discount of up to 65% reduction on entrance fees to various attractions around the

district, including 5 Rivers Leisure Centre and City Hall. It also offers substantial savings on the council's environmental services including pest control and bulk waste disposal.

The Neighbourhood Centre is a friendly, warm environment where the community can obtain help to resolve problems, participate in community life and improve their skills.

In addition to the after school activities run by the Neighbourhood Centre, the Keyhole club for 5 to 9 years old is hosted at Woodlands school and run by NCH Wessex Family Centre. NCH also provide Playrangers who provide outdoor games for young people aged 5 to 13 years on The Green, Pinewood Way. NCH plans include building a children's centre catering for the needs of young children up to the age of 5 years. The eagerly awaited centre will be located in the grounds of Woodlands school and is expected to open in the autumn of 2007.

At the other end of the age spectrum, older people over 60 years can enjoy a 3-course meal at a Luncheon Club run by volunteers every week in the Neighbourhood Centre. In addition, St Michael's community centre runs a Tuesday Club providing activities for older people.

We do not have a library within the ward and the community has to rely either on the Wiltshire County Council mobile service, which visits some parts of the ward on a fortnightly basis, or journey to Salisbury or the smaller branch library at Wilton. There are currently plans to develop the Neighbourhood Centre to make it a much larger facility incorporating a library, but this is dependent on the success of a bid for funding which Wiltshire County Council has submitted to the Big Lottery Fund.

There are 2 licensed premises in Bemerton Ward; The Royal Oak public house on Devizes Road and the Bemerton Heath Harlequins sports and social club situated on Western Way. The Harlequins club, founded in 1989, is built around its football teams, the senior team playing in the Wessex league. A total of 8 teams play at the stadium, giving an opportunity to the whole community to participate in the sport. Other sporting enthusiasts can be found at Salisbury High School where there are excellent facilities; tae-kwondo, badminton and netball being amongst some of the opportunities offered at the on-site sports centre.

Other amenities available to our community include several shops; a post office and general store on Pembroke Road, a Spar shop on Gainsborough Close and another general store on Pinewood Way. There is a pharmacist on Pembroke Road, next to the doctor's surgery and, within a mile of the centre of

the ward, a video rental and off licence. A hairdresser and a beautician are situated just over the ward boundary on Queen Alexandra Road.

Community Groups

Amongst our ward's community groups is the Residents' Association, a group that meets monthly to discuss the issues, needs and priorities of the local community.

Many of the agencies, both statutory and voluntary, are represented within the Bemerton Heath IAG, including, for example; health, education, police, local authority, ministers of religion and members of the community. In addition to being a networking group, the IAG is an action group to address the issues that have been identified as actions required for the formulation of the ward plan.

Other Groups that meet on Bemerton Ward include:

At the Neighbourhood Centre:

- The Luncheon Club – a weekly luncheon club for senior citizens.
- Bemerton Babies – a parents and toddler's group.
- The Homework Clubs – twice weekly for 7 to 12yrs old and weekly for 13 to 16yrs old.
- Children's summer sports – held twice weekly during summer holidays – in partnership with NCH Playrangers.
- College course students – attending basic IT courses and English and Maths courses.
- ESOL – English for Speakers of Other Languages course.
- Credit Union – A community savings and low interest loan scheme run by volunteers.

At St Michael's community hall:

- The Tuesday Club – a weekly social club for senior citizens
- Tai Kwondo – martial arts club
- The Trussell Trust – charitable body distributing food to the needy
- Parent and toddler group
- Bemerton Players – Amateur dramatics group
- Extend – Exercise classes for the over-60's
- Caged Bird Society
- Pulmonary Rehab Class
- Fybromyalgia Society



- Lacemakers
- Youth drop in for 11-16yr olds on a Wednesday afternoon

At Salisbury High School:

- The Vineyard Church – congregation held weekly on Sundays.
- Sports groups – Tai kwondo, badminton, netball, etc.

Others:

- NCH Playrangers – weekly games and play on Pinewood Way green.
- Harlequins Social Club – licensed club run by Bemerton Heath Harlequins Football club.
- Keyhole Club – After school activities run by NCH at Woodlands primary school.
- Treetops – pre-school playgroup on Pinewood Way
- The Bemerton Scout Group - at the Scout hut on Heath Road a number of groups meet, including the Beaver Colony (6 to 8 years), the Cub Pack (8 to 10 years) and the Scout Troop (10 to 15 years).

Transport

Most parts of the ward receive a fairly regular bus service operated by Wilts and Dorset Bus Company, running at approximately 10-minute intervals to and from the city centre. The bus company has, however, recently introduced a timetable that has ceased to route buses both ways around the ward and only operates in a single, anti-clockwise direction. A decision that the consulted public transport users regret and would like to see reversed.

Car ownership in the ward is relatively high, with 46.2% of our community having access to at least one car. Just over a quarter of the residents (28.46%) do not have a car whilst one fifth (20.24%) of our community has access to 2 or more cars. This means that we have 2,512 cars or vans shared amongst 2,456 households, bringing with it the unavoidable on-road parking problems, an issue for many areas in the ward.³

An interesting feature of our ward is that there is not a connecting road from Wilton Road (A36) to the Devizes Road (A360) anywhere west of Queen Alexandra Road. This has the effect of making most of the ward a huge cul-de-sac where drivers happen to be because they live there, are visiting, or are lost!

Community transport is often seen on our roads in the shape of Wessex Community Action (formerly Salisbury Council for Voluntary Services) and Salisbury Community Transport based at Churchfields industrial estate. Organisations can

arrange transport through these operators at a cost. The doctor's surgery acts as a contact point for a hospital based voluntary car service that takes patients to Salisbury district hospital for outpatient appointments.

The nearest railway station is in Salisbury, just less than 2 miles away, on the London to Exeter line, from where frequent services are provided to London, the west and the rest of the country.

Nearest commercial airports are located at Bournemouth, Southampton and Bristol from which domestic and international flights are operated.

Healthcare

Our immediate healthcare needs are taken care of by the surgery on Pembroke Road where 3 doctors, 2 nurses and a health care assistant are at hand. Also available at the surgery is a Psychological therapist and, from the Primary Care Trust, a health visitor and community nursery nurse. Our hospital is Salisbury district hospital at Odstock, a journey of about 5 miles. Unfortunately we do not have a dental surgery within the ward, necessitating a journey to the town centre or to Wilton.

Generally, the health of our community is good, with 68.64% in that category and only 8.44% described as not being good.³

We do not have a care facility for older people in our ward, the nearest being Bemerton Lodge situated on Christie Miller Road, about 1.5 miles from the centre of the ward. In addition to a residential home, Bemerton Lodge also houses a day care centre with another situated adjacent – the Jo Benson day care centre.

542 people provide unpaid care within our community. An unpaid carer is defined as someone who provides care for family members, friends or neighbours who does not receive any paid income in addition to income received through the benefits system, e.g. carer's allowance. 64.76% of who provide care for between 1 to 19 hours per week, while 11.07% provide for 20 to 49 hours and 24.17% for over 50 hours.³

Industry

The only industry on our ward is the Imerys (formerly English China Clay/European Calcium Carbonates) plant to the south of the ward adjacent to Wilton Road.

Imerys is a leading international supplier of high performance minerals making technical products essential for many industries including plastics, paint and adhesives. The plant at Wilton Road includes a quarry for the extraction of chalk which is used in the paper making industry. Imerys has a workforce of about 22 people, some of which are residents of Bemerton Ward.

Crime and community safety

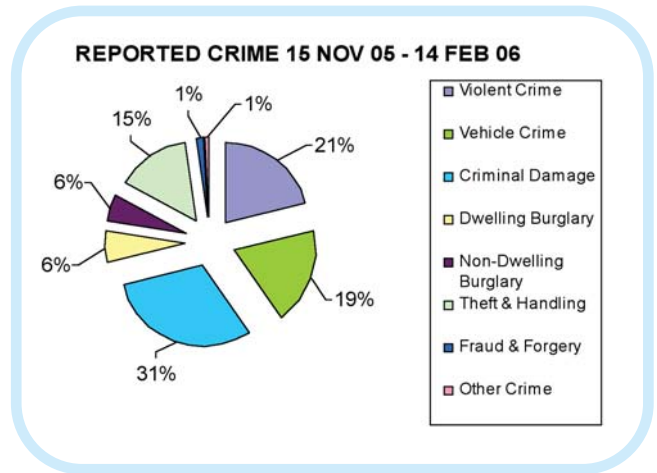
The level and frequency of crime committed in our ward is not seen as serious as the perception of it from an outsiders view. During the consultation carried out with our community by the Neighbourhood Team in 2006 a number of issues were identified as priorities for action. The top three issues were:

- Anti-social behaviour.
- Speeding.
- Dog fouling.

The Neighbourhood Team, a coalition of police, local authority and other agencies, addressed these issues and action plans were made. The results of the actions taken were then fed back to our community.

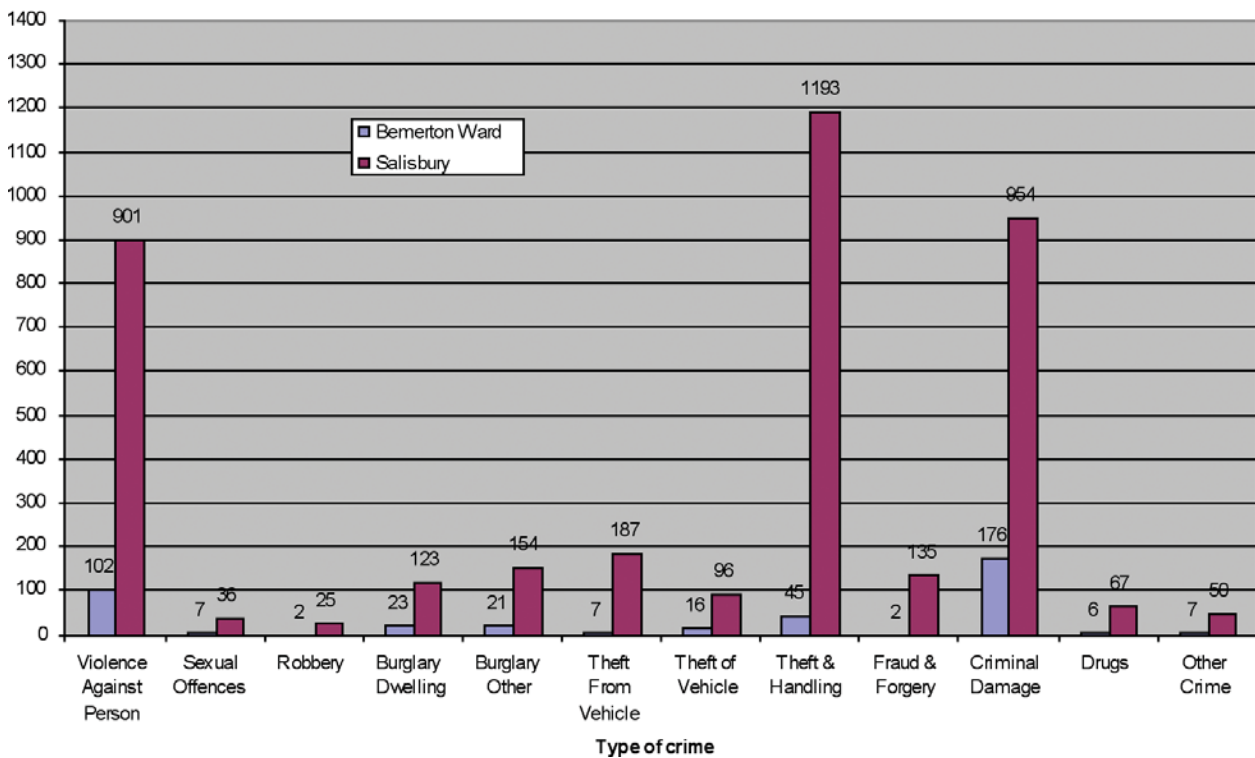
Further consultation carried out during this ward plan identified more issues that will be addressed through the action-planning phase of this plan.

Most of the crime committed in our ward is of a relatively minor nature and is constantly monitored and tackled with a



flexible approach by a dedicated community beat team comprising 2 police officers and 2 police community support officers, assisted by the local authority and other agencies. The type of crime that was experienced during a monitored period of 15 November 2005 to 14 February 2006 has a breakdown as above.

Comparative crime figures - Bemerton/ Salisbury 1st April 2006 - 31st January 2007



The Process

March 2006 – The Beginnings

Bemerton Ward was identified as a pilot area for Neighbourhood Policing, which is the police services commitment to improving the quality of life for communities by working together with partners, targeting the issues that are identified as those that matter.

The Bemerton Heath IAG⁵, a group of key stakeholder organisations and voluntary services that have contact with residents from Bemerton Ward, recognised the benefit of applying the measures identified in completing a Parish Plan⁶ to completing a Ward Plan for Bemerton and as the Ward had been identified as a pilot area for Neighbourhood Policing, they decided to work in partnership with the police to this end and build on the work that had already taken place.

The mandate to go ahead with the process was given by the Bemerton Heath IAG on 21st March 2006

A door to door consultation using a questionnaire in association with neighbourhood policing, reaching over 1000 homes took place from March through to July, where residents were asked three questions – ‘What concerns you most about living on Bemerton?’ ‘What you like about living on Bemerton?’ and ‘what you would like to see for the future?’

July 2006 - Planning

July 2006 saw the Project Plan being developed to show how the Ward Plan would be achieved along with a list of stakeholders, all those that live work or use the facilities in the community especially groups that do not easily have the opportunity to voice their views that should be consulted.

The Ward Plan leaflets were left at all businesses and facilities on the ward, giving people who use those services an opportunity to record their views about living on Bemerton Ward along with collection boxes to post their replies

August 2006 – Consultation continues

The Bemerton Heath Neighbourhood Centre held their annual fun day on 19th August and invited all residents from Bemerton Ward to attend; a consultation tent was included in the fun day where everybody had the opportunity to record their likes, dislikes and wishes for the future for the community. The collection boxes were retrieved from local businesses and facilities.

Bemerton Heath Neighbourhood Centre hosts a number of groups: -

- The Bemerton Heath IAG
- The Bemerton Heath Neighbourhood Centre Luncheon Club
- Bemerton Babies
- The After School Club

These groups were consulted throughout the summer as listed below.

September 2006 - Groups

18th September – We met with the **Bemerton Heath Neighbourhood Centre Luncheon Club**, which is a group of older residents, who meet on a weekly basis to enjoy lunch and lively discussions.

20th September – **Bemerton Babies**, which is a group of young mums and toddlers, who meet regularly to share information and enjoy each other’s company, agreed to let us attend one of their sessions which gave them the opportunity to speak about their experiences living in the community.

26th September – **The Over 60’s Club at St Michaels Community Hall** is a group of residents and non-residents of Bemerton Ward, who gather weekly to enjoy tea, cakes and various activities, joined in the consultation process.

October 2006 – Young People

On the 2nd October the initial consultation meeting took place with a group of students from **Salisbury High School**, to design and put together a questionnaire, which was to be made available to the rest of the students at the beginning of November.

8th October – **Salisbury Vineyard Church**, users of Salisbury High School invited us to meet with the congregation to find out how they felt about using about the facilities on Bemerton Ward.

On the 18th and 19th October young people between the ages of 9 – 16yrs from the **Neighbourhood Centre After School Clubs** had the opportunity to record their thoughts about living on Bemerton Ward during one of their club sessions.

⁵ **Representatives from:** Salisbury District Council, Bemerton Heath Neighbourhood Centre, Citizens Advice Bureau, Sanctuary Shaftesbury Housing Assoc., Salisbury College, Bemerton Heath Surgery, Salisbury High School, Woodlands School, Raglan Housing Assoc., Swaythling Housing Assoc., National Children’s Homes, Pembroke Park School, Ethnic Minority Achievement Service, Wiltshire Police, St Michael’s Church, Wiltshire Fire Service, Barnardos, Trussell Trust, Wiltshire Youth Service.

⁶ Outlined in ‘Background to the Plan’

November 2006 – Consultation Continues

6th November – **Salisbury High School Questionnaire** goes live

On the 8th and 9th November it was the turn for children aged 7 – 11yrs from **Woodlands Primary School** to use graffiti boards to tell how they felt about living on Bemerton Ward

The Bemerton Heath IAG¹ was consulted on 15th November, when members were given the opportunity to record their views about Bemerton Ward from a professional perspective.

21st November – **Bemerton Heath IAG** work together to create a **Vision Statement** for the Bemerton Ward Plan.

December 2006

Everyone had a break

January 2007

Results from **Salisbury High School Questionnaire** made available.

January 17th – **Local Government Members Consultation** - The three Ward Councillors were invited to the Neighbourhood Centre to record their views about living on and working with the residents of Bemerton Ward

Analysing the Data – the results of the all of the consultations were analysed and categorised into themed headings, the top issues from each theme were then pulled out and taken forward to the prioritisation and solution sessions

23rd January – **The Bemerton Heath IAG** were invited to work together to begin prioritising the issues that have been identified and suggest solutions.

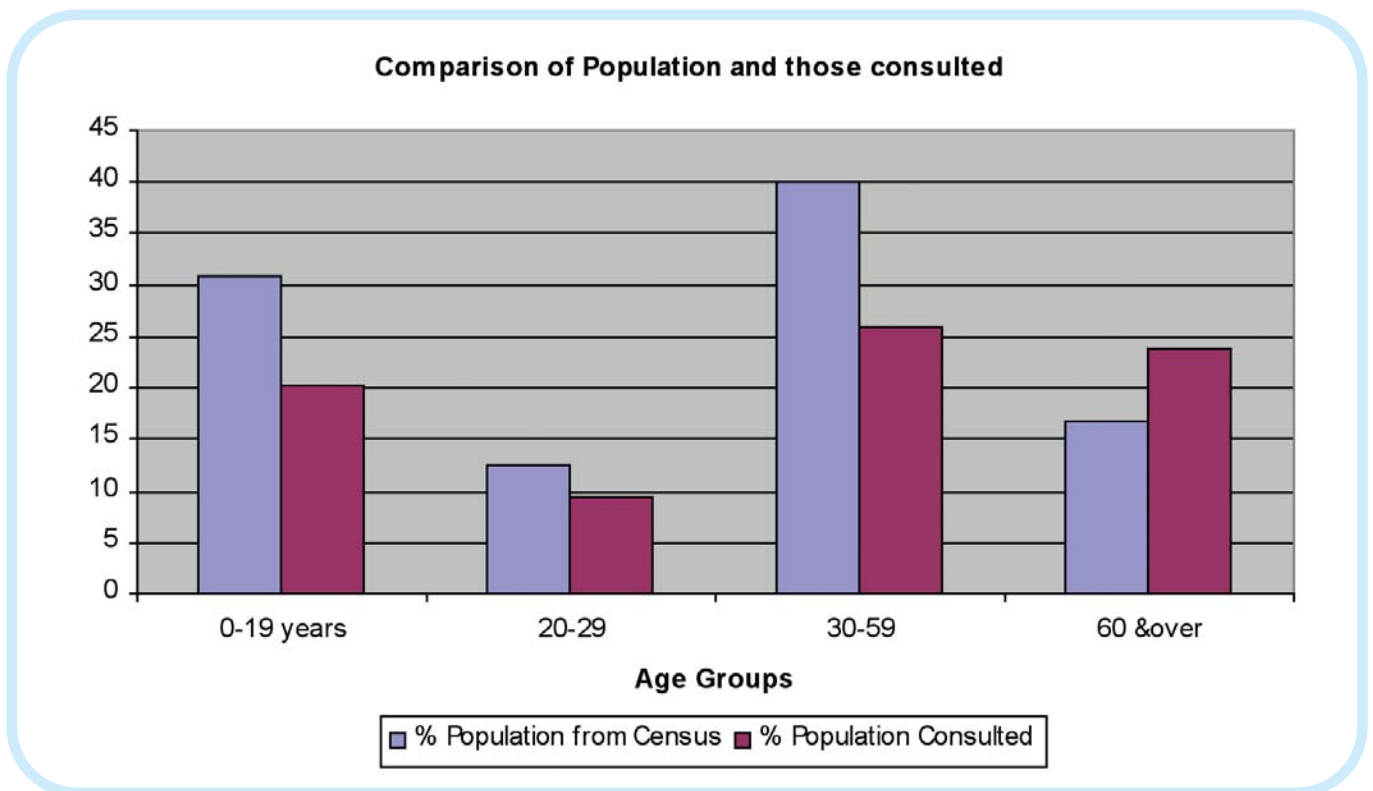
February 2007

6th February – The whole community was invited to a **Ward Plan Open Day** at Bemerton Heath Neighbourhood Centre where they were given the opportunity to prioritise the identified issues, suggest solutions and to add any comments regarding anything that may have been missed.

How many were consulted.

Out of a population of some 6,288⁷, 1256 were consulted, this equates to approximately 20% of the community.

The chart below illustrates the age range of the community and the age ranges of those consulted.



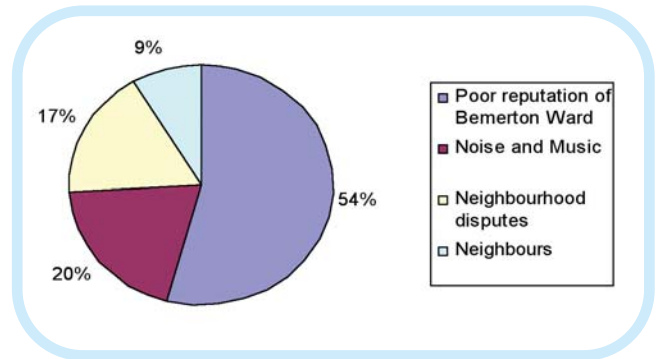
⁷ National Statistics Data (2001)

Summary of Results

Community

One of the most significant points to come out of the whole consultation exercise is how much the people like living on Bemerton Ward, from the fact that most of the neighbours are very friendly and helpful, to the feeling that there is a strong sense of community and neighbourhood spirit. A lot of residents have family living nearby who have lived in the area all of their lives which contributes to the feeling of being part of a strong community. The fact that there are shops readily available is also welcomed.

The above chart illustrates that we are really concerned about the poor reputation Bemerton Ward has with regard to the rest of Salisbury. We would like to make it clear to the wider community that the area isn't as unpleasant as it is perceived to be.



The chart also shows that noise and loud music intruding on our daily lives counts for some dissatisfaction for some of our community, as do some neighbourhood disputes and a few neighbours themselves

Community Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Poor reputation of Bemerton Ward	Encourage publication/communication of positive events/stories about Bemerton Ward		IAG St Michael's Church Bemerton Heath Neighbourhood Centre	Now
	Promote a positive image		IAG	Now
Neighbourhood disputes	Encourage more community spirit		IAG St Michael's Church Housing Associations SDC – Community Development Team	Now
Neighbours	Promote community involvement		IAG St Michael's Church	Now

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 years

Crime and Community Safety

Whilst the majority of our residents feel that the Ward as a whole is a relatively safe place to live, there are areas where crime and antisocial behaviour are a problem, with criminal damage and indiscriminate use of mini motorbikes also causing concern. Burglary, graffiti, drugs and abandoned vehicles are also areas that have been highlighted as issues by some of our residents. We also note that the fear of crime is a real issue.

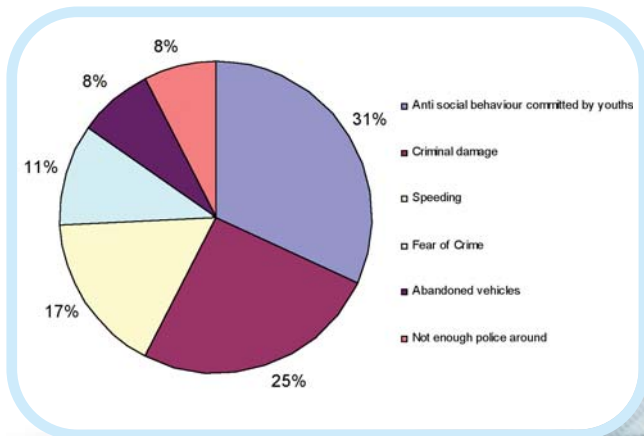
Anti-social behaviour has been identified as the biggest cause for concern with 28% of respondents highlighting this. An action plan completed by the Neighbourhood Policing Team to combat Anti Social behaviour throughout the ward has been in place since February 2006.

We are concerned that there is not enough police presence throughout the ward. The Bemerton Heath Neighbourhood Police Team consists of a Community Beat Manager, a Police Officer and two Police Community Support Officers. Requests to increase this provision would need to be made to Wiltshire Police.

There are also seven Neighbourhood Watch Schemes in operation throughout the Ward; the Neighbourhood Policing Team would like to see this increase. Anybody who would be interested in setting up such a scheme should contact the Community Beat Manager.

One particular area of concern has been the damage to the bus shelters in the Bemerton Heath area of the Ward. An Action Plan to address this particular issue was created by the Neighbourhood Policing Team in July 2006 and some work has already been carried out to prevent this behaviour with some measure of success. Reports of these types of incidents have reduced.

A suggested action that has emerged from the consultation is to install CCTV cameras in trouble spots on the Ward, it has been suggested that this may help in detection rates and they can be successful outside of certain locations, community halls for example. However they can also be extremely costly to install and maintain and improved lighting has recently shown to be as effective in some places.



Crime and Community Safety Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Anti Social Behaviour	Detached street worker sessions	1 session a week	Youth Development Service	Ongoing
	Youth Centre sessions targeting young people from Year 8 Salisbury High School	Weekly	Youth Development Service	Ongoing
	Development of Community Centre then Voluntary Youth Club	Pending	SDC in partnership with Residents Association	Later
	To involve young people in planning stages of the Community Centre and Youth Club		Residents Association Youth Development Service	Later
	To involve young people in opportunities for volunteering	Pending	Youth Development Service	Later
	Engagement in Music and Dance Express sessions targeting years 9 and 10	Weekly - evenings	Youth Development Service Youth Offending Team Families in Focus Salisbury High School Social Services	Ongoing
	Referrals to PAYP scheme (Positive Activities for Young People)		Connexions	Ongoing
	Neighbourhood Centre Homework Club	Weekly	BHNC	Ongoing
	Offer Parenting Programme Classes		ASK Parenting Wiltshire	Ongoing
	Referrals to Anti Social Behaviour panel for appropriate action		Community Safety Partnership	Ongoing
	Intergenerational work targeted at specific problem areas	Further sessions planned for end 2007	Youth Development Service	Soon
	Police drop in sessions at Salisbury High School	Fortnightly	Wiltshire Police	Ongoing
	Youth Workers distribute behaviour tokens to subsidise costs at 5 Rivers Leisure Centre		PASBRO (Antisocial Behaviour Panel)	Ongoing
Family Learning session involving young people and parents/guardians at BHNC Bid in place to fund family learning project for 3 years	Awaiting result of bid	BHNC Wiltshire Libraries	Now	
Criminal Damage Not enough police around Drugs Abandoned Vehicles	Increase number of Police Officers and PCSOs <ul style="list-style-type: none"> Submit request to Wiltshire Police to increase provision throughout the Ward 		Ward Councillors IAG	Now
Burglary Fear of Crime	Improve lighting in problem areas <ul style="list-style-type: none"> Establish which areas are perceived to be a problem 		IAG Police	Now
	Expand Neighbourhood Watch Schemes	There are currently 7 Neighbourhood Watch schemes in place on the Bemerton Ward	Neighbourhood Policing Team	Ongoing
Racism	Stop Racism throughout the Ward <ul style="list-style-type: none"> Promote True Vision Packs 		Bemerton Heath Neighbourhood Centre Salisbury High School St Michaels Church Trussell Trust IAG	Ongoing

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Culture and Leisure

As a community we feel that we have reasonable local facilities and our young people like the various clubs and activities that are available, for example the Homework Clubs and the Keyhole club. Our local parks are also popular with the young people.

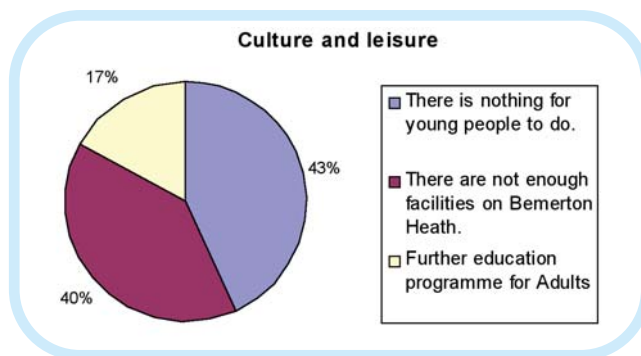
It is evident however, from the consultation that we believe there could be a lot more for the young people to do, which would help with the issue of young people 'hanging around' the streets, whilst this isn't a problem on its own, this is something that we have all done, it becomes an issue when the young people disturb other residents.

We also feel that the availability of general facilities could be improved. One of the overriding issues that came out of consultation for the ward plan was the community's desire for a community centre and youth club.

Our community is keen to increase the level of community-based activities and feels that the provision of a community centre would be of great benefit and enhance the community spirit that already exists. More organised events for all ages would also be very popular, as would the continued provision of a Further Education programme for adults.

Some of the issues that were identified are already being addressed, for example there are plans to provide a 'field of fun' on land adjacent to Salisbury High School where a football pitch and a BMX track will be located. The Residents' Association have plans to open a community centre in the former NCH building on Pinewood Way which will provide a youth club, luncheon club for older people and other activities.

The Neighbourhood Centre is currently the subject of proposed funding by Wiltshire County Council which has bid for funds to



extend the Centre. If successful, this will result in the increased provision of services to the community, including a library and a coffee area with public internet access terminals. The result of the funding bid will be known by September 2007. Regardless of increased funding, the Centre is planning to increase its current number of activities and future provision of services will take into account the issues raised by the community during this ward plan consultation.

Other issues raised were increased and coordinated child care facilities, more sports facilities and an extension to the existing skate park located near the Harlequins football club. These issues are included in the action plan and will be addressed, some in the short term, some in the near future and some which will require further consultation and action in the longer term.

Residents also felt that some of the play parks are in a poor condition and need to be upgraded; they are also concerned that due to the fact that some of the play parks are not fenced off dogs are able to gain access to these areas.

Culture and Leisure Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
There are not enough facilities on Bemerton Heath	Provision of a community centre incorporating a library and area for youth activities.	Plan to extend existing neighbourhood centre by annexing adjacent property.	Wilts County Council (Libraries and Heritage). Salisbury District Council.	WCC have submitted bid to Big Lottery Funding. Result known in Sept 2007.
	Provision of a family restaurant/café with public access internet terminals.	Coffee area and library public access terminals feature in plan for extended neighbourhood centre. St Michaels Church is bidding for funding to improve facilities at St Michaels Community Centre	As above St Michaels Church	As above. Soon
	Provide more sports facilities, including a football pitch and training area. • Carry out research into type of provision required, targeted age group, size, etc.		Community Development Team. SDC IAG. SDC Parks and Gardens.	Now
	Provide more child care facilities. • Promote/Publicise existing childminders via Newsletters and advertising • Publicise an audit of local child care provision. • Provide information to families on the child care available in the area • Identify gaps in service provision and needs. I.e.: Affordable after school and holiday care		IAG. Trio Childcare. BHNC. St Michaels Church Trussell Trust NCH	Now Now

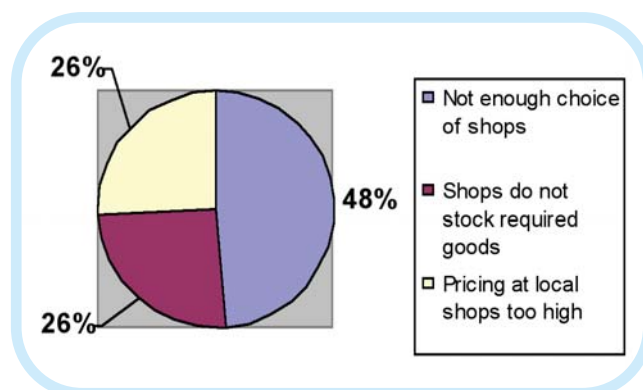
Issues Identified	Proposed Actions to be taken	Comments	Who	Time
There are not enough things for young people to do	Organise more events/activities for all age groups. <ul style="list-style-type: none"> National Children Centre Multi-agency Network to increase play and play and play opportunities throughout the ward 		NCH	Now
	<ul style="list-style-type: none"> Carry out survey to establish types of activities required 		Bemerton Heath Neighbourhood Centre	Now
	<ul style="list-style-type: none"> St Michaels Community Centre to expand activities 	Currently bidding for funding to improve facilities at Community Centre	St Michaels Community Centre	Soon
	<ul style="list-style-type: none"> Trussell Trust to expand facilities and activities offered at St Michaels Community Centre 		Trussell Trust	Soon
	<ul style="list-style-type: none"> Family workshops / learning Adult courses with crèche support Toddler groups Cookery sessions 		NCH	Soon
	Open community centre/youth club.		BH Residents Assn	Soon
	Open 'Field of Fun' adjacent to Salisbury High School.	BMX track, football pitch.	BH Residents Assn.	Soon
	Install a supervised BMX/bicycle track. <ul style="list-style-type: none"> Establish a user group Complete design Agree budget and management plan 	Incorporated in 'Field of Fun'	BH Residents Assn. SDC Community Development Team SDC – Parks Department	Now Soon Now
	Provide a graffiti wall. <ul style="list-style-type: none"> Establish a user group Carry out further consultation with user group for detailed plans Agree management plan 		IAG SDC Community Development Team SDC – Parks Department	Now Now Now
	Extend existing skate park. <ul style="list-style-type: none"> Establish a user group Carry out further consultation with user group for detailed plans Agree management plan 		IAG. SDC Parks and Gardens.	Now Now Soon
Investigate the use of the 'Conquered Moon' site as a facility for young people.	SDC Planning Policy team have regularly highlighted to the applicants that redevelopment of the site must include uses which benefit the community	IAG		
More facilities required for adults.	Ensure continued provision of further education programme. <ul style="list-style-type: none"> Identify subject areas to be covered 	Trussell Trust offers many courses including Health Eating, Life Skills etc	Trussell Trust Salisbury College Bemerton Heath Neighbourhood Centre	Now Now
Groups of youths 'hanging around'	Employ more youth workers/play rangers <ul style="list-style-type: none"> Identify funding for church based youth workers 		St Michaels Church	Now
Riding of mini motos/motorbikes	Create an area for use of mini/quad motorbikes.	Such formalised sites have huge Health & Safety guidelines and are costly to run. This type of provision is far better being provided by a private company – even then will be extremely difficult to achieve due to planning constraints. Unless land can be identified it is suggested no action is taken and other proposals are pursued	No further action	

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Economic Wellbeing

During the consultation it became apparent that although we appreciate the shops that already exist on the Ward we would like to see a wider choice available. Sometimes we are unable to obtain a particular product; a specific type of baby milk for example, so would like to see the owners take more interest in what the community's needs are.

As in most locally run stores we find the cost of goods too high, as a community we would like to see the pricing in our local stores to be more competitive.



Economic Wellbeing Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Not enough choice of shops	Encourage more variety of shops to open		IAG	Ongoing
Shops do not stock required goods	Encourage shop owners to take note of the needs of the community		IAG	Ongoing
Pricing at local stores too high	Encourage local shops to price their goods more competitively		IAG	Ongoing

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

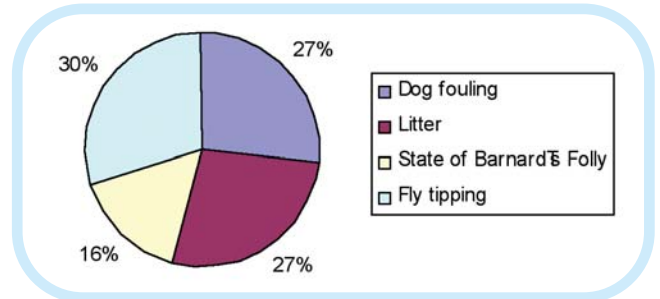


Environment

The recognition of Barnard's Folly and Bemerton Heath Woodland as Local Nature Reserves in July 2004 was warmly welcomed by the residents and is equally important to us now. We want to make the most of this very special place and encourage everybody to treat it with respect to preserve it for the future.

We all love the open spaces that abound throughout the community but the littering, fly tipping and dog fouling that takes place in most areas is a really big concern for most residents. We feel that it makes the ward look neglected and uncared for. We asked Salisbury District Council if it would be possible to reintroduce the free service for collecting Bulky

Household Waste, we were informed that there are no plans to re-introduce this as a free service, however if a resident has a Wisecard they can obtain a 65% discount on the charges made.



Environment Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Fly tipping	Advertise the availability of the Bulky Household Waste Collection Service and the opportunity for Wisecard Holders to obtain 65% discount on the charges made		Bemerton Heath Neighbourhood Centre St Michael's Church	Now
	Investigate the possibility of installing recycling facilities	Improved kerbside recycling collection being introduced in October 2007	SDC	Soon
Littering/Dog Fouling	Investigate the possibility of introducing fines for dog fouling	Fixed penalty notices for dog fouling and other waste related offences will be introduced during 2007	SDC	Soon
	Re-educate/encourage people to use litter bins provided	A campaign is planned with various posters, leaflets and adverts raising awareness on 'enviro-crime' issues, penalties available and how to handle waste properly	SDC	Soon
	Investigate the installation of more litter bins	There is a very limited litterbin budget, which has to cover the whole district, so the number that can be installed is limited. The refuse collectors empty litterbins so they need to be situated where they go about their work.	IAG	Soon
Barnards Folly	Reintroduce Friends of the Folly group <ul style="list-style-type: none"> Write to residents asking for volunteers to work in a Friends of the Folly Group 	Salisbury District Council – Parks Department would be happy to support a Friends group for Barnards Folly	SDC – Parks Department SDC – Community Development Team Bemerton Heath Neighbourhood Centre	Now
	Reintroduce Volunteer Days <ul style="list-style-type: none"> Write to residents asking for volunteers to work on volunteer days 		SDC – Community Development Team Bemerton Heath Neighbourhood Centre	Now
Poor condition of some parks	Install fencing around Fugglestone Red play park	It may be feasible to make this park more secure, investigations will be made and changes made if possible, however the play area is situated on a through route linking Fugglestone Red to Bemerton Heath area and this may cause access problems	SDC – Parks Department	Soon
	Monitor, maintain and upgrade parks	Creating of management plans for all play areas is due to take place during 2007, which will include surveys of all sites. The outcome of these plans will determine actions taken.	SDC – Parks Department	Soon

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Health and Social Care

We like the fact that we have a really good Doctor's Surgery and Pharmacy here on Bemerton Ward.

We do feel however that we would benefit from an NHS Dental surgery as the nearest practice that is able to take NHS patients is situated in the City Centre approximately 3 miles away. This makes it difficult for mothers with young children and those without transport to access this service. We approached Wiltshire Primary Care Trust to ask if this would be a possibility and they have told us that there are no plans to commission a dental surgery on Bemerton Ward at the moment.

Wiltshire Primary Care Trust's response to the feasibility of a 'mobile' dentist was that although they have been used in the past, there are no plans to commission them in the future.

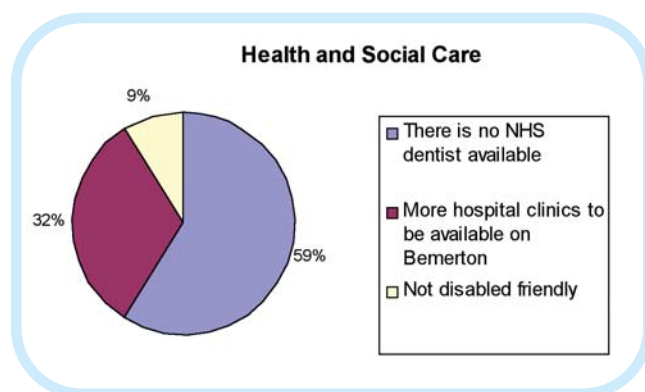
Wiltshire Primary Care Trust's Dental Service provides domiciliary visits to housebound patients and to those with special needs, they also have some limited disabled access, this should improve as the planned reforms for community services take shape across Wiltshire via the Reforming Community Services Programme.

There are more dentists accepting NHS patients than there have been for a number of years, and there is no waiting list at present (June 2007) for Wiltshire PCT's dental service. Depending on the Patients' needs the Dental Helpline 0845 7581926, can signpost patients to either high street dentists or to the PCT's service.

We also feel that it would be beneficial to be able to access hospital clinics locally. Salisbury District Hospital is situated on the south eastern side of the city centre and whilst there is a Pulse Line bus service provided by Wilts and Dorset bus company every 10 minutes during the day, the fare at present (March 2007) is £2 for a single ticket and £3 for a return.

Wiltshire PCT are committed to improving access to services under the Reforming Community Services Programme and this includes the development of Primary Care Centres that will include clinical space and access to diagnostic services providing clinical assessment and day therapy services.

Some areas of our community are not easily accessible to disabled users. As a community we would like everybody to have access to all areas and we will endeavour to remedy this situation.



Health and Social Care Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
No NHS Dentist	Opening of an NHS Dentist Investigate the possibility of a 'mobile' dentist visiting on a regular basis	No further Action – see comments		
Hospital clinics difficult to access	Investigate the possibility of Wiltshire PCT offering satellite clinics utilising Doctors Surgery or other suitable premises	Wiltshire PCT's Reforming Community Services is committed to providing easier access to services. Primary Care Centres are planned locally (Fountain Way and Avon Approach)	WPCT	Later
Some areas difficult to access for disabled users	Investigate making all areas disabled friendly <ul style="list-style-type: none"> Further investigate if a disability access audit is required 		IAG	Now

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Housing and Built Environment

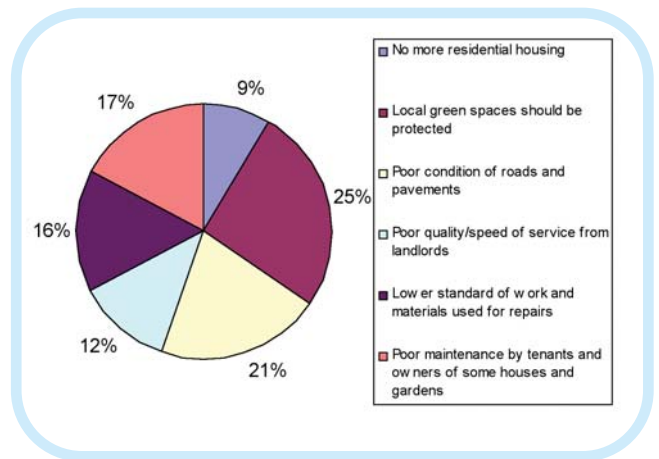
Overall we like the area where we live; we have nice houses, good neighbours, wonderful views and open spaces. We feel that to protect these open spaces, any plans for more residential housing should be restricted. Salisbury District Council has undertaken an open space audit, which assesses the range of open space types available across the district and this will be used to safeguard and supplement open space where it is in short supply. It is suggested that an audit should take place to establish how existing open space is being used and in being proactive, what investment might be beneficial to improve quality, use and safety

Although we like the area, we feel that it could be greatly improved by some residents taking more care of their properties and gardens. We also feel that the quality of work and materials used by the landlords to effect repairs are perhaps not of the same quality that would be used in other areas of the city.

Sanctuary Shaftesbury Housing Group, Swaythling Housing Association, and Raglan Housing Association have assured us that they use approved contractors and they use Inspectors/surveyors to check the quality of work and materials used. Salisbury District Council have also assured us that they employ one contractor for all responsive repairs across the district and all materials used are the same throughout the contract. All landlords of rented property have Tenancy Agreements containing clauses relating to the

upkeep and condition of properties and gardens. Complaints are dealt with via a number of ways including letters, home visits and where appropriate legal action.

Another cause of concern is the condition of the roads and pavements throughout the Ward. There are potholes in the roads and some of the pavements are cracked and very uneven posing a threat to old and young alike. Highways Area Office at Wilton tell us that 'generally customer satisfaction is to be one of the key drivers for identifying and prioritising the larger maintenance works during 2007 and the foreseeable future, work has started on processes to put this in place.' In the meantime using CLARENCE to report faults will illustrate how satisfied the community is with the condition of the roads and pavements throughout the ward.



Housing and Built Environment Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Local green spaces should be protected	Carefully monitor any further development to ensure the protection of green spaces by carrying out an audit to establish how open space is being used and how investment could improve quality use and safety.		IAG	
Poor maintenance of properties and gardens by some residents	Tenants to maintain gardens and properties in accordance with tenancy agreements	No further action - See comments in text		
	Inform community of processes available to log complaints regarding condition of properties and gardens		Housing Associations and SDC via IAG	Now
Lower standard of work and materials used for repairs	Ensure that standard of work and materials used are of an acceptable standard	No further action - See comments in text		
Poor condition of roads and pavements	Promote WCC helpline CLARENCE to report defective footpaths, roads and lighting 0800232323 Via Neighbourhood Centre Newsletter and Church Newsletter		Bemerton Heath Neighbourhood Centre St Michael's Church	Now

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Transport and Access

Speeding cars are perceived to be a problem throughout the Ward; however as part of the initial setup of the Neighbourhood Policing Team, an analysis regarding speeding was undertaken which proved that the 30mph speed limit was not being broken. As this is still clearly seen as an issue, we have made further investigations regarding reducing the speed limit throughout the Ward.

Wiltshire County Council has advised us that Bemerton is an urban area and the speed limit is likely to be 30mph throughout. The lowering of the speed limit to 20mph would require the installation of physical features such as road humps or pinch points.

All requests for alterations to speed limits in specific places should be put through the local ward member to the relevant Wiltshire County Council area office

Wiltshire County Council has a limited budget for traffic calming and needs to focus on areas where there are specific safety issues to deal with. All requests for traffic calming should go to the local ward member and if they agree with the request it should then go to the Regulatory Services Group at Wiltshire County Council, who will undertake the relevant assessments and ensure that they are considered for implementation

Requests for traffic claming and other transport infrastructures are assessed and prioritised using the County's Scheme Assessment Framework. However if the request for traffic calming is due to concerns about speeding traffic the request is initially referred to the Speed Camera Partnership for assessment using the County's Speed Management Strategy

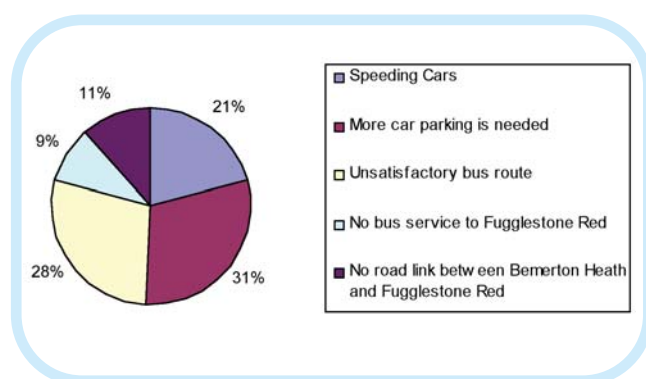
Whilst we recognise that there is a regular bus service to the City Centre with Pulse Line buses timetabled every ten minutes, most of the residents of Bemerton Heath who use the service, lament recent changes to the timetable meaning that the buses only travel one way around the estate. This can cause difficulties for some residents in accessing the services available throughout the Ward. We approached Wilts and Dorset Bus Company with these concerns and their response was "Since the Pulse Line network has been in place, passenger uptake on routes throughout Bemerton Ward have increased by 20% - which indicates that although the perception is that the old routes were preferred, the new service is successful. There aren't any plans at present to revert to the two-way system unless there is evidence that

this would be commercially viable. Wilts and Dorset may consider putting on additional services at certain times of the day if there were evidence that this would be commercially viable".

Some residents also feel that they would benefit from a bus link between the housing estate in Fugglestone Red and the rest of Bemerton Heath, Wilts and Dorset response to this was to say "The road infrastructure throughout the Fugglestone Red estate is not big enough to accommodate even the smallest of Wilts and Dorset vehicles".

Another issue highlighted by the community is the lack of parking space throughout the Ward particularly around Western Way and Stanley Little Road when our local football team the Bemerton Heath Harlequins, are playing at home. Salisbury District Council Forward Planning Department have informed us that provision for parking is increasingly being controlled through national policies, where there is under provision or issues surrounding parking that, for example, encourage crime, positive measures will be considered. An audit of parking particularly at times of Harlequins matches to establish if safety is compromised or crime figures effected is recommended.

A further concern is the lack of a road link between the estate at Fugglestone Red and Bemerton Heath, making it necessary for residents of Fugglestone Red to travel to Queen Alexandra Road to gain access to Bemerton Heath and the services available there. Wiltshire County Council have informed us that new road links are costly to install and with the additional problems of the different levels of these two areas which is very difficult to overcome, Wiltshire County Council have no plans to install such a link.



Transport and Access

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Speeding throughout the Ward	Reduce speeding throughout the Ward <ul style="list-style-type: none"> Ward Member to submit request to reduce the speed limit throughout the Ward to Wiltshire County Council Area Office 		Ward Member	Now
	Install traffic calming throughout the Ward <ul style="list-style-type: none"> Ward Member to submit a request for traffic calming to be installed to the Regulatory Services Group at Wiltshire County Council 		Ward Member	Now
More car parking is needed	Audit parking facilities to establish if there is an under provision of parking spaces	(See comments in text)	IAG	Soon
	Audit parking at times of Harlequins matches			Now
Unsatisfactory bus route	Approach Wilts and Dorset bus company regarding reinstating the two-way bus route throughout the Bemerton Heath Estate – No further action	(See comments in text)		
No Bus service to the Fugglestone Red Estate	Explore with Wilts and Dorset Bus Co. the possibility of increasing bus service to Fugglestone Red – No further action	(See comments in text)		
	Investigate the possibility of Community Transport providing a service from Fugglestone Red		IAG	Soon
No road link between Fugglestone Red and the Bemerton Heath estate	Investigate the feasibility of installing a road link between the Fugglestone Red and Bemerton Heath Estates	(See comments in text)		

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year



Young People

From the very early stages of the consultations it was apparent that the young people of the ward featured highly in everyone's thoughts.

Salisbury High School questionnaire was available online to the students at Salisbury High School from the beginning of November to the end of December. Ninety students responded. 71% of the respondents were aged 12-15 and 11% were aged 6-11.

Activities

They told us that just over half (53%) know about activities that take place on Bemerton and that the most likely way of hearing about them is through family and friends (54%) although schools (18%) and leaflet drops (12%) are quite an effective means of delivering information. When asked which two things that stop them using the available facilities, 23% said that they would rather use electronic games and MSN, 20% stated that cost would be important to them. There were also some comments mentioning that in their opinion the activities and clubs that are available are boring.

The young people were shown a selection of activities and were asked if they could have new facilities which they would choose. The chart below illustrates their response.

29% of the young people said they would use these facilities if they were affordable and just over half (56%) said they would use them on a daily or weekly basis.

When asked if there were any other activities/facilities they would like to see on Bemerton they responded with a library, rock climbing, archery and the opportunity to take part in trampolining.

Crime and Safety

We asked what areas of crime they felt were the most common on Bemerton Ward and the response was that 19% felt that vandalism was the most common followed by speeding cars (17%) and anti social behaviour (16%).

With regard to walking around during the day 75% said they felt safe, however this was reduced to 29% after dark.

Transport and Access

When asked if it was easy to get to school 69% said that it was, however when asked if it was easy to use the activities available on Bemerton Ward 49% said that it could be easier.

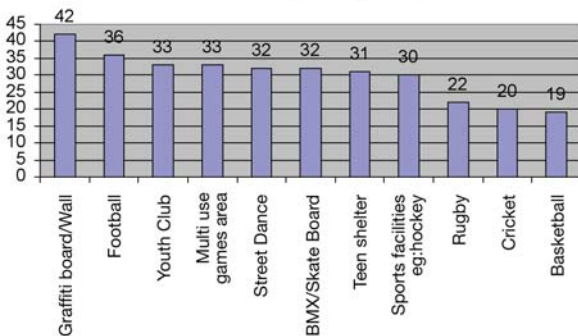
We asked what one thing would make transport better, 30% said that cheaper bus fares would make the most difference, with friendlier bus drivers and having more buses available being important to 17% of the respondents.

Overall

We felt that it was important to have an understanding on how young people think the rest of the community views them and 69% felt that they are viewed negatively.

The young people were invited to suggest one thing that they would like to change in order to improve Bemerton Ward, on examining this information it became apparent that this could be split into facilities available; the young people overwhelmingly consider Bemerton Ward to be woefully lacking in facilities for them, and that they are against the vandalism that takes place across the ward, they would like to see more police around and feel that the area has a reputation far worse than deserved.

What activities would young people like to see



Young People Action Plan

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
Poor reputation of Bemerton Ward	Encourage publication/communication of positive events/stories about Bemerton Ward		IAG Bemerton Heath Neighbourhood Centre	Now
There are not enough facilities on Bemerton Heath	Provision of a community centre incorporating a library and area for youth activities.	Plan to extend existing neighbourhood centre by annexing adjacent property.	Wilts County Council (Libraries and Heritage). Salisbury District Council.	WCC have submitted bid to Big Lottery Funding. Result known in September 2007.
	Provision of a family restaurant/café with public access internet terminals.	Coffee area and library public access terminals feature in plan for extended neighbourhood centre.	As above	As above.
	Provide more sports facilities, including a football pitch and training area. <ul style="list-style-type: none"> Carry out research into type of provision required, targeted age group, size, etc. 		IAG SDC Parks and Gardens.	Now
	Provide more child care facilities. <ul style="list-style-type: none"> Promote/Publicise existing childminders via Newsletters and advertising Publicise an audit of local child care provision. Provide information to families on the child care available in the area Identify gaps in service provision and needs. I.e.; Affordable after school and holiday care 		IAG Trio Childcare. BHNC. St Michaels Church Trussell Trust NCH	Now
There are not enough things for young people to do	Organise more events/activities for all age groups. <ul style="list-style-type: none"> National Children Centre Multi-agency Network to increase play and play and play opportunities throughout the ward 		NCH	Now
	<ul style="list-style-type: none"> Carry out survey to establish types of activities required 		Bemerton Heath Neighbourhood Centre	Now
	<ul style="list-style-type: none"> St Michaels Community Centre to expand activities 		St Michaels Community Centre	Soon
	<ul style="list-style-type: none"> Trussell Trust to expand facilities and activities offered at St Michaels Community Centre 		Trussell Trust	Soon
	<ul style="list-style-type: none"> Family workshops / learning Adult courses with crèche support Toddler groups Cookery sessions 		NCH	Soon
	Open community centre/youth club.		BH Residents Assn	Soon
	Open 'Field of Fun' adjacent to Salisbury High School.	BMX track, football pitch. Land leased to SDC by Wilton Estate for community use.	BH Residents Assn.	Soon
	Install a supervised BMX/bicycle track. <ul style="list-style-type: none"> Establish a user group Complete design Agree budget and management plan 	Incorporated in 'Field of Fun'.	BH Residents Assn. SDC Community Development Team SDC – Parks Department	Now Soon Now

Timescales: Now = within 1 year, Soon = within 2 years, Later = within 3 year

Young People Action Plan, continued

Issues Identified	Proposed Actions to be taken	Comments	Who	Time
There are not enough things for young people to do	Provide a graffiti wall. <ul style="list-style-type: none"> Establish a user group Carry out further consultation with user group for detailed plans Agree management plan 		IAG SDC Community Development Team SDC – Parks Department	Now Now Now
	Extend existing skate park. <ul style="list-style-type: none"> Establish a user group Carry out further consultation with user group for detailed plans Agree management plan 		IAG. SDC Parks and Gardens.	Now Now Soon
	Investigate the use of the 'Conquered Moon' site as a facility for young people.	SDC Planning Policy team have regularly highlighted to the applicants that redevelopment of the site must include uses which benefit the community	IAG	
Speeding throughout the Ward	Reduce speeding throughout the Ward <ul style="list-style-type: none"> Ward Member to submit request to reduce the speed limit throughout the Ward to Wiltshire 		Ward Member	Now
	Install traffic calming throughout the Ward <ul style="list-style-type: none"> Ward Member to submit a request for traffic calming to be installed to the Regulatory Services Group at Wiltshire County Council 		Ward Member	Now
More car parking is needed	Audit parking facilities to establish if there is an under provision of parking spaces		Group (IAG)	Soon
	Audit parking at times of Harlequins matches			Now
Unsatisfactory bus route	Approach Wilts and Dorset bus company regarding reinstating the two-way bus route throughout the Bemerton Heath Estate – No further action	(See comments in text on page)		
No Bus service to the Fugglestone Red Estate	Explore with Wilts and Dorset Bus Co. the possibility of increasing bus service to Fugglestone Red – No further action	(See comments in text on page)	IAG	
	Investigate the possibility of Community Transport providing a service from Fugglestone Red			Soon
No road link between Fugglestone Red and the Bemerton Heath estate	Investigate the feasibility of installing a road link between the Fugglestone Red and Bemerton Heath Estates	(See comments in text on page)		

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Next Steps

Now that the research is completed and the findings published, this is really only the beginning.

We now have to move forward with the actions that have been identified to help resolve the issues that have been highlighted.

The Action Plan will continue to be monitored by the Bemerton Heath IAG, who will also ensure that the actions will be implemented as stated.

Salisbury District Council is being asked to validate the plan on the grounds that a robust route has been taken when producing the plan, and that all members and key stakeholders within the community have been consulted. The plan will be presented for endorsement to City Area Committee, to recognise the value of the work the local community has put together in establishing the needs and aspirations of the people of Bemerton Ward, and demonstrates their commitment in recognising the democratic voice of that community. The Committee will be asking to take the Plan into consideration when making decisions regarding Bemerton Ward.

The IAG are keen to involve all members of the community in the ongoing process of the Action Plan. If you can spare some time to help with any of the proposed projects/actions or if you have any other queries please contact the Manager of the Bemerton Heath Neighbourhood Centre on 01722 349271.



Acknowledgements

Bemerton Heath IAG

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Community First

Hellie Franklin – Community Involvement Officer

Youth Action Wiltshire

Maggie Giddings – Development Officer

Salisbury District Council

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Councillor Mike Osment
Councillor Clive Vincent

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Local Business and the Community

Bemerton Heath Surgery • Spar Shop • Woodlands Primary School • Harlequins Football Club • Wilts and Dorset Bus Company
Sanctuary Shaftesbury Housing Association • Raglan Housing Association • Swaythling Housing Association • Salisbury College
Neighbourhood Policing Team • Neighbourhood Centre Lunch Club • Neighbourhood Centre after School Clubs • NCH
St Michaels Over 60's Club • Bemerton Babies • Salisbury Vineyard Church • Salisbury High School

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Contacts

Bemerton Heath Neighbourhood Centre	01722 349271
Community Initiatives Unit	01722 434223
Community First	01380 722475
Youth Action Wiltshire	01380 729813
Citizens Advice Bureau	01722 327222
Sanctuary Shaftesbury Housing Association	01722 414698
Salisbury College	01722 344344
Bemerton Heath Surgery	0844 477 0964
Salisbury High School	01722 323431
Woodlands School	01722 335849
Raglan Housing Association	0845 070 7772
Swaythling Housing Society	02380 628000
EMAS	01225 713517
Neighbourhood Policing Team	0845 408 7000
NCH	01722 411178
Barnardos	01225 751261
The Trussell Trust	01722 411244
Wiltshire Youth Service	01722 410963



