

Malmesbury Community Area - Issues Update – September 2009

What is the issue?	Date Received	Where is the issue?	Additional Information – Indicators, Consultation or suggested solutions from applicant	Action/ Date	Outcomes
Public Toilets					
Improve public conveniences in Malmesbury Town Centre	2 July 2009	Malmesbury Town Centre		<p>20 July – Area Board members considered. Mr Simon Killane to approach Town Council to consider public ability to use Town Hall toilets during day time.</p> <p>Consider asking Chamber of Commerce or M&VCAP to put together leaflet outlining details of other toilet facilities in the town?</p>	Malmesbury Town Council agreed that members of the public will be able to access toilets during office hours as soon as CCTV cameras have been installed in the town hall. At that time the current toilets outside the Town Hall will be closed.
Public toilets for Station Road Car park	2 July 2009	Malmesbury – Station Road		<p>20 July - Area Board considered options. Previous research shows capital and revenue costs of toilets in Station Rd are too high. Considered re-routing town bus to take visitors/tourists up to Cross Hayes.</p> <p>13 August - spoke to Andy James (Andy Buses) who explained that tourist buses</p>	Installation and maintenance costs of toilets at this site were considered prohibitive. The majority of visitors/tourists are dropped off by coaches in the Cross Hayes where toilets will now be available.

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				already drop off in Cross Hayes before parking in Station Road – so not an issue for tourists.	
Flooding					
Flooding in Hankerton	2 July 2009	Not specified	Mapping, laser level surveys and aerial photographic work undertaken. In touch with E.A. and Council engineers. Some land owners have undertaken work. Were members of NWDC FWG	20 July - Area Board members considered. Information forwarded to Mr Howard Greenman. July/Aug – information obtained about the Council's new arrangements for dealing with flooding issues.	Briefing paper produced (see attached) Response sent to petitioner with briefing paper 7 Sept 09
Flooding in Minety	27 July 2009	Station Road, Derry Park, silver Street, Ashton Keynes Road, Cantors Way and parts of Upper Minety	Some recent ditch maintenance and enlarged culverts under railway	20 July - Area Board considered. Information forwarded to Mr Howard Greenman. July/Aug – information obtained about the Council's new arrangements for dealing with flooding issues.	Briefing paper produced (see attached) Response sent to petitioner with briefing paper 7 Sept 09
Clarification sought about flood alleviation across the County	2 July 2009			20 July - Area Board members considered & Mr Howard Greenman requested to contact Crudwell Parish Council before their next PC meeting July/Aug – information obtained about the Council's new arrangements for dealing with	Cllr Howard Greenman contacted parish council with information. Briefing paper produced (see attached) and approved by Cllr Greenman.

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				flooding issues.	Response sent to petitioner with briefing paper 19 August 2009
Speeding					
Speeding in Minety	27 July 2009	Not specified	Some speed limits, but seek enforcement by Police. Interested in joining Community Speedwatch (in conversation)	Awaiting guidance re strategic approach to Community Speedwatch – anticipate guidance autumn '09. Consider for local community Speedwatch following review 7 Sept 09 forward to Sgt. Martin Alvis for comment/feedback and Alan Creedy (Transport & Development Manager)	
Reduce speed limit on B4014 Tetbury Road from leaving the 40mph limit to the county boundary		B4014 Tetbury Road from leaving the 40mph limit to the county boundary	Accidents have taken place and 50mph should be imposed instead of 60mph as currently the case. This road should be treated in the same way as the Charlton-Minety road and the Malmesbury – Brinkworth route	7 Sept 09 forwarded to Alan Creedy (Transport & Development Manager)	
Planning					

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Planning & Enforcement	27 July 2009	Little notice taken on planning applications and on enforcement issues		7 Sept 09 forward to Senior Planning Officer – Enforcement Tony Phillips	
Economy					
Shopping in Malmesbury		Malmesbury Town centre – Oxford Street	Feel the situation was aggravated by closure of Cow Bridge in 2008/9 Suggest major review of traffic management and pedestrian area.	Invitation to Economy & Enterprise dept to attend 16-9-09 Area Board meeting sent 23-7-09 7 Sept 09 notified petitioners	Adam Nardell, Vision Director Chippenham & Trowbridge & Anna Garner, North Wilts Economic Development Team leader to attend the September Area Board
Highways					
Lorry weight using B4040 – especially lorry routes and subsidence by bridge in Minety	27 July 2009	Minety village + bridge on B4040	Surveys have been conducted but no outcome	7 Sept 09 forwarded to Alan Creedy (Transport & Development Manager)	
Sunken road where cobble stones are used to slow traffic down at The Triangle, Malmesbury	15 August 2009	The Triangle	This matter has been reported previously and has been a problem for a year	7 Sept 09 –matter forwarded to Steve Cross, Divisional Highways Manager	
Damage caused to car	10 August 2009	Oxford Street, High	Kwik Fit and Malmesbury	7Sept – matter forwarded to	

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suspensions by speed bumps in Malmesbury town centre		Street , Abbey Row	Specialist Cars report large number of replacement suspensions springs being fitted. Would like to see removal or gentler version spanning the full width of the road	Alan Creedy (Transport & Development Manager)	
Waste & Recycling					
Opportunities for recycling commercial waste	2 July 2009	Malmesbury		20 July – Area Board members considered this matter- Mr Toby Sturgis to lead. 22 July - Briefing paper requested from Martin Litherland	
Noisy Vehicles					
Excessively noisy vehicles – exhausts and in care entertainment	2 July 2009	Malmesbury High Street, Gloucester Road and Station Road Care Park	Previous noise surveys indicate within legal limit (Gloucester Rd)	20 July - Area Board members considered this matter- Mr Simon Killane to lead.	
Noisy and anti-social behaviour resulting from younger adults using Station Rd car park as meeting place,			Accept that exhaust systems while loud are no illegal	20 July - Area Board members considered this matter- Mr Simon Killane to lead.	

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causing noise nuisance for residents in Gloucester Road				Meeting arranged 11 Sept 09 of key partners	
Fast & noisy cars/motor bikes down Tetbury Hill after 10.00pm	2 July 2009	Tetbury Hill – especially during the summer		7 September forwarded to Sgt. Martin Alvis.	
Transport & Health					
<p>Appropriate and timely transport from the centre of Malmesbury to the primary health centre, particularly over the lunchtime period when a long gap between buses occurs.</p> <p>A more sensitive response to booking appointments at the health centre so older patients without transport can arrange an appointment and have the ability to book Link transport which requires 48 hours notice and or arrange</p>	5 August 2009	Bus access from centre of Malmesbury to Malmesbury primary health care centre	<p>Suggested a more sympathetic approach to booking appointments.</p> <p>Somewhere people can sit and wait comfortably at the health centre with the provision of refreshments</p>	<p>Mid August – contacted Andy Bus re timetables and routes.</p> <p>Also contacted Practice Manager at Malmesbury Primary Health Care Centre to discuss appointment system. Received notes on their booking system re pre bookable and on the day appointments</p> <p>8 Sept – response sent to petitioner</p>	<p>An hourly (except 12.55) circular Malmesbury Town Bus (No 30) travels from Cross Hayes to the Health Care Centre. Also Malmesbury to Chippenham (No 92) service has a request stop) at the Police Station and opposite side of road (for the return journey), which is an hourly service and operates over lunchtime.</p> <p>Patients may book appointments 6 weeks in advance, with a choice of time and therefore can fit in with Links (community</p>

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lifts with friends/neighbours					<p>transport) needs (see GP Appointment System explained). Reception staff will do their utmost to accommodate patients with special requirements.</p> <p>Provision of refreshments was considered, but it was decided that they were not necessary coupled with health and safety issues</p>
Health					
Lack of NHS Dentists in Malmesbury	21 August 2009	Malmesbury area	<p>There is a need for NHS dentists for pensioners as well as young children.</p> <p>Would like to see all dentists in Malmesbury taking on NHS patients – older people as well as young</p>	3 August 2009 - Forwarded to Jo Howes, Community Engagement Manager, NHS, Wiltshire	
General					
Information about joining the Area Board				27 July – letter and information Pack sent	27 July – letter and information pack sent
Local Assets					
Burnham House Site – need for community	Carried forward from the pilot	Malmesbury	Population in the Malmesbury Community	The working group have met in April and July. Agreed priority is	

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involvement	Area Board phase		Area is aging	for this site is for Extra Care Housing for Older People. Group due to visit Crammer Court, Devizes in October.	

Glossary

E.A. Environmental Agency

NWDCFWG North Wiltshire District Council Flood Working Group