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# Report

**Report subject** : Feedback on the Issues Raised from the  
Community Plans Progress Report

**Report to** : Western Area Committee

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## 1. PURPOSE OF THIS REPORT

The purpose of this document is to update members on issues raised from the actions in the Four Rivers, Mere and Nadder Valley Community Plans presented on the 19<sup>th</sup> July 2007.

## 2. FOLLOW UP

### **Action 18: More parishes to identify their character, needs and term objectives through parish planning process.**

Issue: Members would like parishes to be given more guidance and support to deliver their parish plans e.g. the footpath in Dinton. The common actions need to be knitted together.

Officer Response: SDC does not have the resources available to provide the support to each Parish Council that would satisfy this request.

### **Action 37: Access to Tisbury & District Sports Centre and swimming pool should be helped by the 'wigglybus' and 'Tisbus'.**

Issue: A question was raised over the name of the Wigglybus. Members thought it had changed to 'Connect2Wiltshire'.

Officer Response: The Wigglybus will change its name to Connect2Wiltshire from 1 October 2007. The same service will continue to be delivered using an 8-seat taxi rather than the current 15-seat bus. The advantage of the service being delivered by taxi is that it will be more flexible and could cover a wider area – eg a trial in the Tisbury area could be considered. WCC are keen to receive suggestions from members on which areas, days and times they would like to be included in the service. Please contact Tim Reynolds on timreynolds@wiltshire.gov.uk or 01225 713371.

### **Action 73: SDC provides up to 100% relief on business rates to general stores, post offices and petrol filling stations in rural settlements where the population is less than 3,000.**

Issue: A question was raised from members as to how the rebates are calculated?

Officer Response: We calculate from our database. We have knowledge of all businesses in the area who currently pay rates, we list out those that are shops, pubs, petrol filling stations (PFS) etc and compile a list of those that meet the criteria: under a certain rateable value and situated in a rural settlement of less than 3000 population. We take the population figures from the electoral roll and apply to settlements, not parishes (we therefore can break parishes down into smaller areas if required, such as Redlynch can be broken down onto Lover, Morgans Vale, Nomansland).

The legislation allows that relief can be awarded to village shops in settlements that provide post office facilities or sell general provisions. There is no restriction on the number of shops that can be awarded the relief. For example, if a settlement has 2 village shops that sell food etc (not takeaways), both shops can have relief, however, it is not the same for pubs and petrol filling stations. If a settlement has more than 1 pub or petrol filling station then no relief is awarded to any (it has to be the "sole" pub or PFS to be able to get relief, and it has to have a rateable value below the threshold). Details of the scheme are on the SDC website.

**Action 79: Moped access project provides opportunity to secure employment or further education and mopeds allocated to those with the greatest need.**

Issue: Members stated that only 20 mopeds in the whole of Wiltshire is not enough.

Officer Response: The reason for only twenty mopeds in the Wiltshire Wheels to Work scheme is that this is all the Partnership could afford to run and manage with the funding that we were able to obtain to support the scheme. We could manage and run more mopeds (there certainly is a proven need) but we need additional funding to do so.

**Action 114: The Youth Development Service aims to work with 5% of the 13-19 population not in education or employment (NEET), or 'at risk' through drug use, crime or teenage pregnancy.**

Issue: Members questioned the targets for the NEET as they appeared to be very low and it is not clear what the 5% refers to.

Officer Response: This is a national target and is a % of the total population of 13-19 yr olds.

**Action 152: The Wiltshire Primary Care Trust will take over responsibility for dentistry from 2005. As part of this new responsibility, it will seek to improve access to NHS dental care in the area as a high priority. Quality of NHS dental care will also be improved.**

Issue: There are no NHS dentists in Tisbury and questions were raised over the 90% figures provided in the update.

Officer Response: It must be remembered that the out of hours dental service is for urgent treatment only – not routine. If emergency (under 24 hour) treatment is required patients are referred to the dental access centre in Chippenham or if treatment is required within 48 hours, to one of the High Street Dentists who have urgent contracts. 90% of people in Wiltshire who seek routine or urgent dental treatment can access it within 24-48 hours for urgent care somewhere within a 10-15 mile radius of their home.

Since the 2007 update there have been some changes in provision of out of hours dental service. From 6pm on Friday until 8am on Monday, patients are directed to ring Wiltshire Medical Services for telephone advice and triage. Any person whose condition is identified as urgent is offered an appointment with a dentist at Central Health Clinic on Sunday morning. Only approx 50% of the allocated 13 slots are normally taken most weeks. A similar service was tried in 2006 on Saturdays however the numbers using this session were very small and because of the small

demand against the cost of providing the service we could not justify it being kept open and so the Saturday session ceased.

It does mean that for a small number of patients that require emergency 24 hour treatment they may have to travel further than the 15 mile standard (i.e. Salisbury area to Chippenham.) When we look at the numbers this applies to it is very small and against the population of Wiltshire PCT would still mean that 90% of patients have access within the DH guidance on treatment times i.e. 24 - 48 hours for urgent care and 10 - 15 miles travel from home to the clinic.

**Action 176: SDC's Local Plan Policy and Supplementary Planning Guidance aims to achieve up to 40% (min of 25%) affordable housing requirements on housing developments.**

Issue: A member stated that the target should be 50%.

Officer Response: The current Local Plan Policy allows for the council to seek up to 40% affordable housing contribution. Under the new Local Development Framework Core Strategy consultation, the council has outlined the options of seeking 50% affordable housing contribution together with other a range of other options. It is likely that there will be a % increase but until the results of the consultation are considered by Cabinet then the local authority is unable to determine what this will be and in the mean time must follow current policy of seeking up to 40%.

**Action 177: For the Four Rivers Community Area the target is at least 22 affordable homes by 2011.**

Issue: Members want the development process speeded up as it takes a long time to get planning permission.

Officer Response: The development process is governed by Planning Regulation and associated statutory timescales. The delays are generally with developers and them determining when they wish to bring a site forward. Even when planning permission is granted the developer may then 'land bank' the site. The local authority has no powers to enforce developers to bring forward sites and we are at the mercy of the market.

**Action 213: Quarterly newsletter distributed by the police throughout the Four Rivers Community Area.**

Issue: Members asked where the newsletters were.

Officer Response: With the formation of the Neighbourhood Policing Teams (NPTs), it has been decided that NPTs are best placed to keep and maintain contact with the Neighbourhood Watch schemes in their area. In order to facilitate this, a Neighbourhood Watch toolkit has been created, this has taken some time, included in the toolkit is a Neighbourhood Bulletin and Priorities template. This document is now be used as the template for Neighbourhood Watch Bulletins, and allows for NPT Priorities to be included with a monthly theme. Neighbourhood Watch bulletins can now be created and circulated amongst Neighbourhood Watch co-ordinators but it can also be distributed by leaving at key points within an NPT, e.g: Surgeries, local shops/Post Offices, Libraries and similar locations. This will assist in the process of feeding back to the community the three priorities identified for the area and the actions being taken to address them.

**Action 217: Ensure the Community Beat Officer is clearly identified and known to the local community so as to be actively engaged in problem solving and partnership working to respond to the communities needs.**

Issue: Members asked where the Community Beat Officer was as they would like to meet him.

Officer Response: PC Richard Salter (badge number 1312) is the Community Beat Manager for Mere, Michael Tryhorn is the PCSO. It is possible to contact both via the Wiltshire Police website [www.wiltshire.police.uk](http://www.wiltshire.police.uk)

**Action 218: New civilian appointment for the police to staff the enquiry office to allow for continued police presence on the streets.**

Issue: Members were concerned that cannot contact the Police re: illegal parking in Chilmark.

Officer Response: Chilmark comes within Tisbury NPT. PC Mark Steele is Community Beat Manager and Mark Littlewood is beat officer for the area, it is possible to contact both via the Wiltshire Police website. To report non-emergency incidents on line via the website alternatively call 0845 408 7000.

Issue: Can the NPT/Police also contact the WAC with an update since the previous NPT presentation last year?

Officer Response: No response from Police to date.

**Action 231; The South Wiltshire Community Safety Partnership is about to undertake training for Parish Councils, Housing Officers, Community Beat Officers and other people who will be able to tackle anti-social behaviour together.**

Issue: Members questioned what was the training that was offered?

Officer Response: Training was provided around 2 areas - responsibilities under Section 17 of the Crime and Disorder Act for Parish Councils and information about tackling anti-social behaviour at a local level.

**Action 254: Work with WCC and bus operators to explore the scope for integration of rural bus services into Wilton Park & Ride.**

Issue: Members disagreed with the comments made and believe that the WCC don't know what is going on with transport in these areas e.g. the number 25 and 26 (Shaftesbury) bus routes would benefit from integration with Park and Ride.

Officer Response: Passengers to Salisbury currently have to change in Wilton on only two services in the mornings (6.50 and 8.15am arrival in Wilton). It would be possible for the second of these journeys to drop passengers off at the Park and Ride, however this is the time when the Park and Ride buses should be at their busiest and this arrangement would be dependent on sufficient seats always being available on the Park and Ride bus at this time. If sufficient space is available, officers will look into this matter and do a survey of passenger preferences. The other journeys on services 25 & 26 are covered by a 4 year contract that ends in 2008 at which point both services will be reviewed to take account of any extra usage by senior citizens using their free passes. However, WCC are aware that passengers dislike changing buses, and so this is only done on the first two journeys as it enables costs to be minimised at peak times. If District Members would like to meet with WCC to discuss this matter during the forthcoming review, we would be happy to do so.

**Action 272: WCC to work with the Wiltshire Rural Partnership to develop more community/ voluntary transport where existing services are not meeting needs.**

Issue: Members would like more publicity for the Tisbus to improve 'street cred' and would also like the concessionary fares to be applicable on community transport.

Officer Response: It is up to Tisbus to sort out any publicity, although the new county Delivering Accessibility and Rural Transport (DART) partnership could assist. A Task Group has been set up under the Partnership to look at measures that would improve access in the Tisbury area, and the suggestion has already been made that assistance could be given to Tisbus – and other community transport services in the area - to help with publicising their services.

National legislation does not require concessionary fares to be available on community transport. However the District Council has the power to fund them locally if they so wish. West Wilts & Kennet Districts have agreed to do this already but so far SDC have not. WCC understand that this is because they are not been allocated sufficient funds by central government to cover the costs of the concessions that they are required to offer on bus services.

**Action 275: WCC has allocated an additional £3m in the 2004 budget to improve maintenance of roads and pavements. Improvements to be made in accordance with the schedule of works issued by Highways Department.**

Issue: Members raised the point that the state of the A30 between Wilton and Swallowcliffe s terrible.

Officer Response: More than £6.5million will be spent by Wiltshire County Council on resurfacing roads across the county in 2007/8. In total the repair work will take place at more than 200 different sites across the county between now and the end of March 2008 and will treat 247km of road. This is almost £1,000,000 more than was spent last year on this type of work. The programme is made up of different types of surfacing works. There is a list of the planned works for each of the 20 community areas in Wiltshire (see below). Assessment work is currently being undertaken for future schemes for 2008/9. Which roads it is possible to include for surfacing will depend on the availability of funding and the road condition relative to others in the County, taking into account road safety and volumes of traffic. There are minor improvement schemes, hot rolled asphalt surfacing, micro asphalt, surface dressing and high friction surfacing. These are different ways of treating the surface of the road to make sure it is safe depending on the problem, budget and road use. The road maintenance programme does not include major reconstruction schemes which upgrade and strengthen the road. Almost £3m is set aside for that for this year. For details of proposed schemes see [www.wiltshire.gov.uk/community-area-highway-information.htm](http://www.wiltshire.gov.uk/community-area-highway-information.htm).

**Action 278: An extensive part of the local road network is receiving repairs, followed by resurfacing in 2004/05 with particular attention being focussed on the south and western approaches to Tisbury, the communities in the two Donhead parishes and the west end of the Chalk Valley.**

Issue: Members stated that the action was not completed, the state of the Chalke Valley roads are very bad.

Officer Response: There is a backlog of maintenance required on the highway network and a number of roads are not in the condition WCC would wish. With the ongoing investment in highway maintenance the backlog is being reduced. Assessment work is currently being undertaken for future schemes for 2008/9. Which roads it is possible to include for surfacing will depend on the availability of funding and the road condition relative to others in the County, taking into account road safety and volumes of traffic.

**Action 284: County-wide target to reduce the number of people killed or seriously injured on the roads by 40% by 2010.**

Issue: Members asked how they set the annual targets – why the fluctuation?

Officer Response: The baseline target is the average number of accidents between 1994 and 1998; the final target for 2010 is for a 40% reduction in number of people Killed and Seriously Injured (KSI) in road accidents compared to the baseline. The casualty numbers are reported to the Government year on year to show progress against the 10 year target. In general, a 4% annual reduction is needed over 10 years to achieve the 40% reduction. Sometimes the 4% reduction is exceeded and sometimes it is not achieved, which means that the following year's target has to be recalculated accordingly. This explains the fluctuations in the annual targets.

Fluctuations in casualty figures are inevitable, but overall the trend has been a reduction in casualties since 2000 and WCC believe the 2010 target will be achieved.

**Action 285: Wiltshire County Council Travelwise team to work with schools through school travel plans.**

Issue: Members did not think that the school travel plans were successful for Broadchalke.

Officer Response: Broadchalke School had an approved travel plan in 2004 and updated it during 2006 to meet a planning condition for the new school. The school would be best placed to comment on whether the Travel Plan is successful or not, but WCC have collected survey and school census data over the last 6 years; trends indicate only minor changes in modal shift between 2001 and 2006. However, according to the January 2007 School Census, levels of walking at the school in the last year have increased from 8% to 17%, bus usage has increased from 23% to 41% and car usage has decreased from 58% to 32%. Based on these figures, it would suggest that the Travel Plan is having a significant impact.

**Action 289: Improve direction signs on rural roads.**

Issue: Members stated that there are too many signs in some villages and wondered how they could be rationalised e.g Fovant and Dinton.

Officer Response: It is not possible to reply to the comment without more information on the location of areas that are thought to have too many signs. There are many different sorts of road signs: Direction signs, tourism signs, bend warnings etc. Some are mandatory or regulatory and they all have different criteria and rules as to where they should be placed, how many there should be etc.

**Action 303: Relief roads for the Wylve Valley and Harnham / Brunel Link are included in the Local Transport Plan.**

Issue: Members asked if the Brunel link was still a possibility.

Officer Response: The Brunel Link and Harnham Relief Road were accorded a low priority in the prioritisation exercise carried out in 2006 by the South West Regional Assembly. The Regional Assembly are now consulted on how they wished to see the Regional Funding Allocation to be spent on major transport schemes. The SWRA suggested that funding towards this scheme would not be made available until possibly the later part of the ten year period (and this was by no means guaranteed). WCC have withdrawn their planning application and WCC have now stopped all work on progressing the scheme, it will be reviewed at a later date.