

# Environmental Health Neighbourhood Assessment



'Your environment and your health'

## Uplyme

Autumn 2009



[www.eastdevon.gov.uk](http://www.eastdevon.gov.uk)

Environmental Health carried out a Neighbourhood Assessment in Uplyme at the end of August 2009. They worked in partnership with Axminster Police and together carried out a door-to-door survey in the village as part of a district-wide initiative to raise awareness about services available to residents.

The team also enquired whether residents had any comments about the Council's services they receive and whether they had any concerns or complaints about their neighbourhood.

A Red Cross representative joined the team to offer a life saving course in the village. Residents were also offered a Police home security check and a fire prevention assessment. An open surgery was held on the same day at the village hall, where an Environmental Health Officer was available all day to discuss local concerns with residents.



▲ Officers from Environmental Health, StreetScene's REACT, Axminster Police, Community partnership and The Red Cross working together.

*We're fortunate to have such a good Parish Council and there's a great sense of community in Uplyme*

**Over the last year the Environmental Health Service has dealt with around 37 cases in Uplyme including:**

- Five investigations of alleged nuisance being caused by frequent smoky bonfires. four investigations of alleged noise nuisance being caused by a rave, quad bikes, live music and a barking dog and one enquiry about poor sound insulation.
- Five investigations of defective drainage and sewerage systems.
- Five routine food hygiene inspections of businesses.
- One allegedly dangerous dog and four complaints about dog fouling in public areas.
- Four consultations on the environmental impact of proposed developments arising from both planning applications and building control applications.
- Eight other investigations of matters such as, untreated rat infestations, alleged odour nuisance, concerns about asbestos, alleged excessive smoke from the chimney of a dwelling, the keeping of horses in such a manner that they were alleged to be causing a nuisance, a house in disrepair, an enquiry about bringing a vacant property back into use and notification of one case of TB.

During the Neighbourhood Assessment day hundreds of properties were visited and 74 residents were interviewed by the teams.

Approximately 84% of those spoken to said they were satisfied with the services they currently receive from EDDC and the main areas of concern within the village were as follows.



# Waste and recycling

Garden waste and cardboard is not currently collected from the kerbside, but a large number of residents expressed a desire to have both included in their fortnightly collection. These comments were passed to StreetScene for consideration and they said this service may be introduced at a future date. Until this time, residents are advised to take their cardboard and garden waste to a recycling centre when they are passing. Alternatively, cardboard, can be placed in the landfill bin.

Some residents also requested a community skip to be made available occasionally for the entire village. StreetScene forwarded this request to Devon County Council as they are responsible for the mobile skip units. Unfortunately DCC have confirmed that this will not be possible due to budget cuts.

SITA also offer a garden waste collection, where they will deliver five green garden sacks at a cost of £6. These can be used when required for garden waste and once full, they can be placed out with the regular refuse collection.

Many people praised the new recycling scheme which was introduced last year, but a few had experienced problems with missed food waste and misplaced recycling containers. All problem areas have been reported to StreetScene for action and any future problems can be reported to them on **01395 517528**.

Full details of all refuse collection days can be obtained at any time on the Council's website at [www.eastdevon.gov.uk/my\\_neighbourhood](http://www.eastdevon.gov.uk/my_neighbourhood).

## Dogs

A number of residents raised the problem of dog fouling in the village. The worst affected areas mentioned were the King George V playing field, Venlake Lane, Lyme Road and the river walk into Lyme Regis.

All complaints have been passed to the Council's Enforcement Officer, who has visited the village on several occasions in plain clothes and spoken to dog walkers. A new Dog Control Order came into force across East Devon on 1 October 2009. It is now an offence for any person in control of a dog to fail to clear up after it, on all land to which the public have access. The only exception is Forestry Commission land. Following consultation with the Parish Council this Order has also banned dogs from the King George V playing field, with the exception of the footpath through it, where dogs must now be kept on a lead. New signs will be erected shortly by StreetScene.



Anyone who witnesses dog fouling in a public place is asked to report this to the Enforcement Officer. The dog's owner will be contacted and a Fixed Penalty Notice with a fine of £80 may be issued for a first offence. Further offences, or failure to pay the fine could result in a fine of up to £1,000.

Some residents asked for dog bins to be installed in the village to encourage dog owners to clear up. EDDC is happy to arrange for additional dog bins in any area. However, the cost of installation and emptying additional bins must now be met by Parish Councils. Details of these costs have been forwarded to the Parish Council for consideration.

There was some concern about a dog, which was said to be acting aggressively towards other dogs, as they passed its property. EDDC's Dog Warden visited the dog's owner to discuss the allegations and the owner has agreed to keep the dog under better control in the future. Please call Environmental Health on **01395 517457** for all dog related concerns.



# Traffic

Numerous people were concerned about the speed of traffic through the village and the risk this imposed to pedestrians, especially on blind bends and grass verges. Some people asked for the 30 mph limit to be more rigorously enforced by the Police, others thought it should be reduced to 20 mph, whilst many asked for a pavement to be created through the village. Their concerns were forwarded to Devon County Highways (DCC) and Axminster Police for their comments and consideration.

A spokesman for Devon County Council Highways said that funding has been made available to construct a raised table crossing patrol at the Village Hall to assist the School Crossing Patrol. It is believed this will enhance the existing priority schemes and control the speed of traffic through the village. The present 30 mph limit extends from the Uplyme to Yawl.

Both DCC and Axminster Police confirmed that they were aware of issues relating to the enforcement of the speed limits in this locality. Axminster Police have been conducting high visibility speed checks in the area. These have identified a substantial problem and the findings and results have been passed to their Road Casualty Reduction Officer, who in turn has been liaising with partner agencies to seek a more

permanent solution, other than random speed check exercises. This could include an engineering solution such as a village gate arrangement.

Both agencies said a 20 mph speed restriction would be unlikely to be introduced in the area and the Police confirmed these were being phased out, as they have been found to be unenforceable in the courts.

In response to the request to create footpaths on the B3165, a DCC spokesman said there is no scope to provide a footway on the south west (Village Hall) side of the road. On the opposite side of the road

there is a footway for the greater part of the B3165 but pedestrians have to walk through the filling station forecourt. They said it is unlikely they could provide a footway on the other 30 metre section as this runs across the frontage of a private residence. On the rest of the B3165 through the village, footways have been provided only where it is physically possible to provide them. They are aware that this is not ideal but are unable to provide any additional footpaths at this time.

# Bonfires

Regular bonfires can cause nuisance to neighbours. A small number of people in the village said they were bothered by smoky bonfires at inappropriate times.

If you do plan to have a bonfire, please ensure only small amounts of dry material are burnt, and do not light a fire when the wind is likely to carry the smoke over roads and other people's property. Remember to warn your neighbours, as smoke can be an irritation and harmful to people with chest or heart problems. Bonfires can be dangerous and should never be left unattended. If you wish to discuss a problem with a bonfire, or for more advice, please call Environmental Health on **01395 517457**.

# The British Red Cross

The British Red Cross are helping communities to help themselves by coaching and mentoring First Aid Educators to spread the knowledge within their own communities.

During the survey the Red Cross representative asked residents whether they would consider attending a first aid course in the

village, and around 35 residents expressed an interest. In early October a first aid training course was held in Uplyme Village Hall. This training also included the new REDiPlan home emergency planning session, which helps people to



plan ahead for emergencies. It was well received and the Parish Councillor for the Community Emergency Plan also attended and requested volunteers to get involved with future projects.

## First aid tip for burns

In minor burns cases, cool immediately with cold running water or harmless liquid. Do not touch the burn or apply lotions. Dress the burn loosely if needed, cling film is excellent. Seek medical aid if burn is larger than one inch.



If you are interested in taking part in a life saving course, please call Suzi White on **01823 273712** for further details.

## Building Control

When residents were asked whether they had any concerns regarding buildings or ongoing building work in the area, we received fourteen reports of possible dangerous structures. Ten of these were concerning the wall and site at Lydwell House. One householder was also concerned they may have subsidence at their property and one praised Building Control Officers for being very helpful when they had contacted them recently.

All reported concerns have now been inspected by Building Control Officers, who confirmed the site at Lydwell House commenced in November 2005 and was visited during the course of construction. There were some concerns about the project and EDDC last visited in June 2006. The site was abandoned shortly after this time.

Following residents' concerns over the stability of the boundary wall, it was inspected and Officers reported no signs of movement. They also confirmed a new planning application for two new dwellings has been received. However, as part of the Planning Application, comprehensive details are required of the method of stabilising the rear bank and ground, together with the integrity and suitability of adapting the existing structure to form part of the dwellings.

As part of the Building Control function, the project will be closely inspected at the various stages of work to ensure compliance with all aspects of the Building Regulations 2000.

All other areas of concern in the village have been inspected and none were found to require direct formal action. The conditions found were typical of those found in the area. Building Control are happy to be notified of these and will continue to monitor and step up action if conditions change or worsen.



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

## Bus Stop

There were requests for a bus stop to be created near Cooks Mead, as residents from this location currently have to walk to the Talbot Arms area to catch the bus. Some people from Cooks Mead, who struggle with walking, said they found this very difficult. We asked Devon County Council whether they would consider creating a bus stop nearer to Cooks Mead, and their spokesman said this was not a suitable site, but they would look into the feasibility of placing one near to the entrance to the Village Hall, as an alternative.

The Highway Engineers will now consider the road safety and legal aspects of a bus stop in this location in the future. They can only request a stop where there is reasonable demand and DCC have the final decision on creating new bus stops. If this does get approval, it may still take several months before the works are carried out, due to waiting lists and finances.

One householder's request for a small light to be installed on a post in Barnes Meadow has been forwarded to the Parish Council for consideration.

## Postcodes

A resident in Uplyme complained that they had a Dorset postcode, which resulted in increased insurance costs. We contacted Royal Mail to enquire



whether it was possible to change to a Devon postcode. They said that since 1996, the county name was no longer required by them as part of the address, provided the town and postcode were included.

Royal Mail confirmed that they encourage external organisations not to use the county information, but have no control over how external organisations use their database. Uplyme addresses are listed as:

**Former Postal County = Dorset**  
**Traditional County = Devon**  
**Administrative Country = Devon**

All organisations who buy their data have the choice of picking from these three options. Some organisations may however pick the former postal county. It may also be that organisations buy the Postcode Address File from a third party. They stated that the postcode was not designed as a tool to be used by financial institutions to determine insurance premiums.

Royal Mail has a strict code of practice to ensure that postcode changes are kept to a minimum. They have confirmed therefore that they cannot make any changes to postcodes for Uplyme. Unfortunately this did not seem to be open for negotiation.

## Litter

StreetScene's REACT operatives were in the village carrying out a deep clean during the Neighbourhood Assessment, which included a litter pick in the hedges and road sides. These intense village clean ups are carried out twice yearly. Church Street was also cleaned by REACT following a request by a local resident.

A number of people were concerned that the Council's contractor, SITA, left discarded recyclables and litter behind during collections. There were also problems with lost or



damaged recycle bins and lids following collections. These concerns have been passed to StreetScene who have discussed the complaints with SITA. StreetScene can be contacted on **01395 517528** to report any problems with recycling and refuse.

## Planning issues

There were several comments received concerning planning in the village. These include an increase in the number of allotments available and a suggestion that new allotments could be linked to new buildings in the future. Several people complained that EDDC appeared to ignore the Uplyme Parish Plan when it came to planning issues, and some said they did not see planning notices erected for new planning applications. Information was requested concerning for Tree Preservation Orders and residents asked about the legal restrictions on tree removal and lopping of protected trees.

Some trees may be protected or you may live in a conservation area. Anyone can apply to the Council for consent to fell protected trees. But, if they are healthy specimens, which contribute to the character of the area, it is unlikely consent will be granted. Each application is considered on its merits.

When it comes to lopping protected trees, anyone can apply for consent to prune a tree. One of the Council's tree officers will make an assessment of the effect of the proposals on the health and appearance of the tree. Certain procedures, such as topping, are considered unacceptable. For more information about trees please contact the Countryside Service on **01395 517557** or by visiting [www.eastdevon.gov.uk/tree\\_preservation\\_orders](http://www.eastdevon.gov.uk/tree_preservation_orders).

All planning concerns and comments were forwarded to EDDC's Planning section for their information. For enquiries and further information on Planning please visit the EDDC website at [www.eastdevon.gov.uk](http://www.eastdevon.gov.uk) or call **01395 571595**.

## Pests

One resident was concerned about badgers causing damage to their property. An advice sheet from Defra was forwarded to them with information on the law regarding badgers and how best to deal with them on your property. Further advice on badgers

can be obtained from Natural England's Wildlife Management on **0845 6014523** or email **enquiries.southwest@defra.gsi.gov.uk**. Leaflets on many wildlife topics are also available online at: **www.defra.gov.uk/wildlife-countryside**.

There were also reports of problems with mice, rats and wasps in the area. Details of EDDC's pest control service have been supplied to residents. EDDC offer East Devon residents a pest control service for pests of public health significance. This service is provided on the Council's behalf by Rentokil Initial Plc.

Many pests can be treated and the treatment for rats is available at a reduced cost of £23.50 per treatment.

To request a pest control treatment please call **0845 6010211** or to discuss any pest problems in your area contact **01395 517457**.



## Fire Safety

During the door to door survey residents were offered a free home safety visit by Devon and Somerset Fire Service, and seventeen householders requested this service. This service is available to anyone who wishes to improve fire safety within their home. A Fire Officer will visit the property to carry out a short assessment, give advice and may be able to supply a smoke detector.

If you would like to request a free fire safety visit, please call Freephone **0800 7311 822** or text Info Line on **07800 002 476**.

## Energy efficiency

Of the properties visited, 90% of residents said they had some loft insulation, 87% had double glazing, whilst only 41% had cavity wall insulation. Some 42% requested more information and they have been given the contact details for the Devon Energy Efficiency Advice Centre.

The Devon Energy Efficiency Advice Centre can offer advice on grants and assistance available to improve heating for eligible householders. This can include updating boilers and installing central heating. They can be contacted on **0800 512012** or at **www.devon-energy-advice.co.uk**.

**Would you like to know more?**

For more information call Warm Zones free on

**0800 512 012**

or visit the website at

**www.devonwarmzones.org.uk**.

DEVON  
**warmzones**





# Miscellaneous

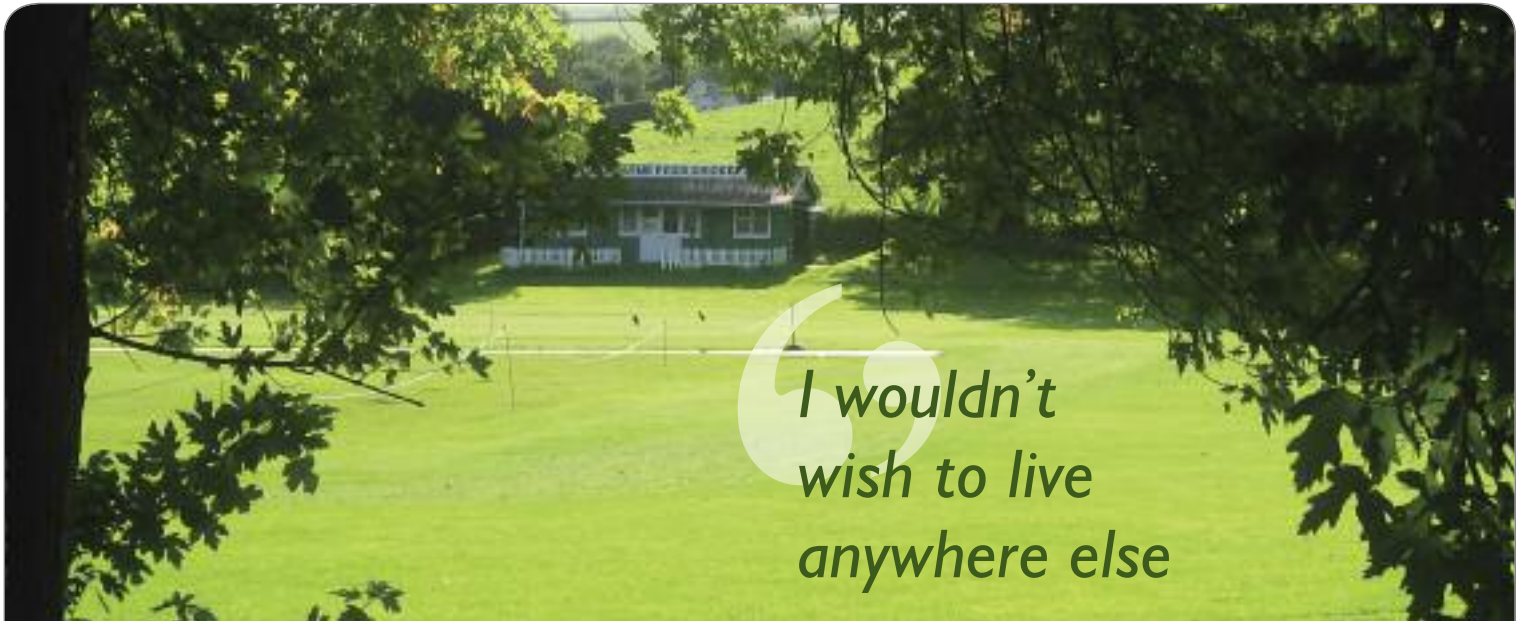
Squatters were reported to be living in a property in the village and the Police confirmed they were aware of the situation and had been liaising with the property's owners. However the Police are unable to take any further action until the owner of this private residence takes appropriate action themselves.

A Council tenant in Cooks Mead asked when they could expect to receive replacement double glazed doors. The Council has a programme of replacing doors, but the programme is based on the age of the property, the exterior painting programme and on information supplied by the Technical Officers who carry out regular inspections. It is unlikely this area will be included until after 2012. However, if a tenant has a specific problem with the condition of their home, they can telephone the Repairs Section on **01395 517458**.

There was concern about visibility at the Tappers Knapp and Lyme Road junction. A private hedge-growth overhang has recently been cleared, which has increased visibility. There were also concerns about overgrown hedges on the Lyme Road to Yawl. The cutting of these hedges is the responsibility of the adjacent land-owners.

If any hedges are considered a hazard covering this stretch then letters and notices can be served by Devon County Highways, if the land ownership is known. Full details of any specific problem areas can be reported by email to [eastareahm@devon.gov.uk](mailto:eastareahm@devon.gov.uk) or telephone **0845 1551004**.

Following complaints about pot-holes on village roads, a spokesman from Devon County Council confirmed that regular safety inspections are carried out in the Parish on a six and twelve monthly basis by Highways Maintenance. Any pot holes that meet the criteria to be considered a defect are recorded and the appropriate action taken through their contractor South West Highways. Residents can report any defects in the roads to Devon County Council's Highways on **0845 1551004** or email details to [eastareahm@devon.gov.uk](mailto:eastareahm@devon.gov.uk).



*I wouldn't  
wish to live  
anywhere else*

## How to get in touch

If you have further comments on the neighbourhood assessment please call Debbie Challice or Andrew Ennis on **01395 517457** or email [dchallice@eastdevon.gov.uk](mailto:dchallice@eastdevon.gov.uk).

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