

Welcome to issue 13. We have news about the recent Place survey report findings and the New Quality of Life Score for Stratford District.

The results from a two-yearly Place Survey, which all councils undertook on behalf of the Government in late 2008, looked at people's views, perceptions and experiences of their area. Over 1800 Stratford district residents responded to the survey. The findings show that the vast majority of residents in Stratford district believe it is a harmonious place to live and in general are happy with the local area.

And you'll be pleased to know Stratford-on-Avon District Council has achieved its Community Ambition - To improve quality of life locally so that by 2012 Stratford-on-Avon District is one of the top 10 places to live in the country. The challenge will be to keep it there.

Stratford-on-Avon District is now ranked 10th in the Quality of Life Score a rise of 6 places from the previous ranking in 2006. We now want to build on these results and make sure people remain happy living here in Stratford District.

Of concern are the results about satisfaction with Councils overall. Although satisfaction with our services is still rising steadily, this is not the case with the Council overall. It is evident we are not always getting our message across. An example of this is that the Audit Commission state the Council provides value for money well above the minimum standard yet less than half the population think the Council does!

With regards to the Eco-town, the locations of four new eco-towns have been announced and are:

- Whitehill-Bordon - Hampshire
- St Austell (China Clay Communities) – Cornwall
- Rackheath – Norfolk
- North West Bicester - Oxfordshire

This current list does not include the Middle Quinton proposal in Warwickshire/Worcestershire, and a number of people have assumed that because of its exclusion at this stage the proposal has been rejected. The simple fact is that no decision has been taken on the Middle Quinton proposal by Government, and no decision would be taken on Middle Quinton until the Secretary of State had considered the panel report on the Regional Spatial Strategy, which is expected in September.

In this issue you'll meet the Chairman, Cllr Gillian Roache; the Place Survey findings; information on clothes banks, grass cutting and litter picking and dog fouling and we want to hear from you about how we can improve communication with Parishes; Regional Spatial Strategy: you will find Performance results, based on the amended Corporate Strategy; an article on Community Links, (please feel free to include this in any of your Parish newsletters): some diary dates: a form to print off and fill in entitled 'Be prepared for swine flu' and lastly a useful contact list for your community.

And finally although my Blue Peter watching days are probably over, recently one of their presenters joined one of Verdant's recycling crews to find out what happens to all the recycling material collected. You can view the short film at www.stratford.gov.uk/bluepeter.



BLUE PETER PRESENTER ANDY AKINWOLERE JOINED A VERDANT RECYCLING COLLECTION CREW



Enjoy the summer

A handwritten signature in black ink, appearing to read 'Paul Lankester'.

Paul Lankester



Meet the District Council Chairman

Cllr Gillian Roache

Gillian Roache has been District Councillor for the Vale of the Red Horse since September 2002. Married to David, they have 2 daughters Sally and Carol.

Born and married in Coventry, a primary school teacher by profession, she moved

between North America and England for a number of years before settling in Tysoe in 1998.

Since becoming a District Councillor, Gill has undertaken various roles, holding the Housing, Revenues and Social Inclusion Portfolio for three years, before becoming Chairman of the Council in May of this year. She currently sits on the Licensing Panel and also represents the Council on the Health Overview and Scrutiny Committee at the County Council. She is also working on the Community Partnership Forum at The Horton Hospital, endeavoring to maintain and enhance their current services, which are so vital to many in South Warwickshire.

Gill has a number of 'passions' in her spare time, ranging from walking her dogs to sailing and singing. She has also recently raised funding for further restoration at Burton Dasset Church – another of her passions - where she is Chairman of the Restoration Committee.

A recent newspaper article described Gill as 'a community person rather than a politician' which sums up her approach to life. As a school Governor at Tysoe School and on the Stratford College Corporation Board, she keeps touch with local issues and her recent appointment to Age Concern Shipston as the Council representative gives further breadth to her local knowledge.

Tel 01295 680309 email: gillian.roache@stratford-dc.gov.uk

You've said it - Stratford District is a great place to live

The vast majority of residents in Stratford district believe it is a harmonious place to live and in general are happy with the local area.

The results come from a two-yearly Place Survey which all councils undertook on behalf of the government in the last three months of 2008. It looked at people's views, perceptions and experiences of their area and over 1800 district residents responded to the survey.

92% were satisfied with their home as a place to live, 88% of people in Stratford district were satisfied with their local area as a place to live, and 85% of people believed that people from different backgrounds get on well together.

Compared with other districts in Warwickshire, Stratford residents are more likely to be involved in decisions that affect the local area and they are more likely to feel they can influence decisions.

Many Stratford district residents help by volunteering with one in three having volunteered at least once a month in the last year, putting the district in the top 20 areas in the country.

Residents also feel that compared with two years ago the problem of anti-social behaviour in the district has lessened, particularly drunk or rowdy behaviour and people using or dealing drugs and almost three quarters of residents felt informed about how their council tax is spent.

Of the services provided by the District Council, satisfaction rates for street cleaning and doorstep recycling are amongst the highest in Warwickshire and 73% of respondents felt informed about how their council tax is spent. However satisfaction with parks and gardens has fallen 10% and reflecting national trends so has satisfaction with the Council to 45%; most notably in Stratford rather than other areas in the District.

The main areas that residents felt needed improving were activities for teenagers, road and pavement repairs, and the level of traffic congestion.

- The survey was carried out during October to December 2008; the results are based on 1,846 completed replies to the survey for the Stratford District area a response rate of 47.2%.
- The Place Survey has superseded the Best Value Performance Indicator (BVPI) Satisfaction Surveys and has more of a focus on place rather than Council Services.
- Council's have a statutory requirement to undertake the survey every two years.
- The survey was conducted via postal self-completion questionnaires.

For full results visit: www.communities.gov.uk/publications/corporate/statistics/placesurvey2008

Engaging Better with Parishes

The Council is keen to hear from Parishes about how communication and liaison with Parish Councils can be improved.

Whilst new community forums have been introduced and this Newsletter has proved popular we are conscious that the quarterly Parish Liaison Meeting may no longer be proving to be an effective forum for engaging with parishes. This is illustrated by poor attendances and lack of items of common interest coming forward. The main item on the next meeting will be communication with Parishes. Come along and tell us your views!

We are committed to working with Parishes as partners and involving the community generally in the work of the Council. It is important that all groups are involved and feel able to influence decision-making within the district. This approach is reflected in our new Community Engagement Strategy, which is being developed further in consultation with our partner organisations.

If you have any ideas for how we can do things better, please contact Richard Hood on 01789 260218 email richard.hood@stratford-dc.gov.uk



Dog Fouling: Proof that the new system works.

After receiving a statement from a local resident the Council has successfully issued a Fixed Penalty Notice to a dog owner for allowing the dog to foul the footway and for making no attempt to clear up. The Council introduced provisions in April this year which allows this action to be taken across the whole district using statements provided by residents. Any help Parishes can provide in encouraging residents to supply similar statements would be very much appreciated. Please forward any information which might help to reduce this problem to the Dog Warden, Sophie Peacock, email sophie.peacock@stratford-dc.gov.uk

Grass Cutting Schedule on the web

The Council's web site team has produced a web page containing the grass cutting schedule for the District that is accessible to all. The schedule is listed in the order that the contractor visits Parishes, and so at a glance it shows where the contractor is up to on the rota. The list is updated weekly to show the areas which have been cut and the week date of cutting. There is also a link which allows problems to be reported. Any help that Parishes can provide in promoting this service and in monitoring the progress of the crews would be much appreciated.

contact Matt Austin on 01789 260878 email matthew.austin@stratford-dc.gov.uk

Help for Parishes with litter picking

If your Parish Council would like to organise a litter pick in your area the District Council has a Litter Picking Loan Scheme where it loans out equipment. For further information please email derrick.hassett@stratford-dc.gov.uk



Even more recycling: Clothes Banks in villages

The Council is asking for help from Parishes in increasing the number of clothing banks across the District. If you have space within your village where a clothes bank could be installed, (eg village hall car parks) then please email chris.dobson@stratford-dc.gov.uk. If the site is suitable and provides access for the collection vehicle we will arrange for the bank to be installed. The material collected does contribute towards the District's overall recycling performance and funds raised will go towards the Chairman's charity.



Regional Spatial Strategy

Regional Assembly Launch WMRSS Phase Three Option Consultation-Phase Three Revision of the West Midlands Regional Spatial Strategy (WMRSS) was launched recently with a seven-week consultation period.

The public are being urged to have their say on issues such as accommodation for gypsies, travellers and travelling showpeople, rural services, environmental issues as well as culture, sport and tourism.

Whilst the big issue in the Phase Two Revision was the development of housing and employment land, Phase Three forms a tighter focus on five key areas: critical rural services, quality of the environment, culture, sport and tourism, minerals, and the provision for gypsies, travellers and travelling showpeople. Amongst the issues covered in Phase Three, the consultation seeks views on:

- How many new sites are needed for gypsies and travellers and where should they go?
- Should services in rural areas, like transport, be driven by the needs of local people or climate change considerations?
- What policies do we need on the proactive use of Green Belt land? How can we minimise the risk of flooding?
- Which culture, sport and tourism sites are most important? What are the gaps in provision?
- How do we make sure there are enough minerals and aggregates for construction now and in the future without damaging the environment?

The consultation runs from 29 June - 14 August, where the public will have the opportunity to submit their views via an online questionnaire or in writing.

For further information please visit the [West Midlands Regional Assembly](http://www.westmidlandsra.org.uk) website to read the Phase Three Options Document and take part in the consultation. Stratford District Council is making its own response, and welcomes any comments from Parishes on the issues raised.



Performance update - Corporate Strategy

Stratford District Council has achieved 61% of our Corporate Strategy outcome targets

Community ambition:

The Council has achieved its ambition to be in the top 10 nationally for Quality of Life by 2012. This has been achieved early, the Council in 2008 was ranked 10th in the country for Quality of Life compared to 16th in 2006.

Organisational ambition:

The Council's ambition to achieve and maintain excellence has been achieved through the award of the Investors in Excellence standard in 2008.

For both of these items we are now working on maintaining these standards.

AIM 1

A DISTRICT WHERE EVERYONE SHARES IN AN IMPROVED QUALITY OF LIFE

Residents feel able to influence Council decisions

Residents have easier access to local public services

More housing is available at a price local people can afford

More people enjoying healthier lifestyles

Fear of crime and anti-social behaviour is reduced

AIM 2

A CLEAN AND GREEN DISTRICT

Reduce the risk of flooding

A high quality environment

Flooding in Alcester

Verdant

Street Cleaning

AIM 3

A DISTRICT WHERE BUSINESS AND ENTERPRISE CAN FLOURISH

Increased economic vitality of the four main market towns

Expanding local businesses are able to remain in the District

Increased value of the visitor economy across the whole District

Improve the skills of the working age population

AIM 4

AN EXCELLENT COUNCIL THAT IS WELL MANAGED AND RESPECTED BY THE COMMUNITY

A higher proportion of residents recognise the Council provides value for money services

The Council's reputation with local people is improved

Local residents

| COUNCIL TAX EXPENDITURE 2009/2010 | |
|---|-------------|
| YOUR WEEKLY SHOPPING LIST | |
| REFUSE & RECYCLING | 0.51 |
| LEISURE, RECREATIONAL AMENITIES & PARKS, PLAYING FIELDS & OPEN SPACES | 0.28 |
| ELECTIONS | 0.09 |
| PLANNING & BUILDING CONTROL | 0.48 |
| HOUSING | 0.23 |
| ENVIRONMENTAL HEALTH | 0.21 |
| COUNCIL TAX & BUSINESS RATES COLLECTION | 0.21 |
| STREET CLEANING, STREET FURNITURE & PARKING | 0.11 |
| PUBLIC CONVENIENCES | 0.07 |
| PUBLIC SAFETY & CRIME REDUCTION | 0.09 |
| CONCERNS/PARTS | 0.16 |
| OTHER | 0.08 |
| TOTAL | 2.47 |

STRATEGIC INDICATORS

In 2008/09 - 37 Strategic indicators were monitored.

68% (19) achieved
32% (9) not achieved

NATIONAL INDICATORS

In 2008/09 - 54 National indicators were monitored.

72% (13) achieved
28% (5) not achieved

COUNCIL IMPROVEMENT PLAN

For the 19 items that were due in 2008/09, 13 (68%) were achieved and 6 (32%) were not achieved. There are 5 items that are due at a later date of which 3 (60%) are on target to be achieved and 2 (40%) are not currently on target.

Community Links...a door to door service for all residents who are 'stuck for transport'



Have you heard of the Community Links Bus service?

Community Links is designed for all residents of Stratford-on-Avon District who:

- Have a genuine need for local transport, and
- Cannot access public transport because of mobility or other reasons, or
- Live in an isolated location with no other form of transport available

Does this apply to you, or someone you know? If so then please read on.....

Mrs D also has severe mobility problems and uses Community Links to go on a regular basis to the local swimming pool. 'It is a lifeline for me' she said and 'being in the pool has such a positive effect upon my health and well-being'

Mrs A is a full-time carer for her mother who has mobility difficulties and uses a wheelchair. Each week they are able to use Community Links to go shopping together, which helps to retain her mother's independence. Mrs A is able to travel free of charge.

Ms B runs a lunch club in a market town and has requested transport for two of the club members who live in outlying villages two to three miles from the town. Community Links enables this lady and gentleman to join in the social activity and make new friends, as well as having a nutritious meal.

How does the Service Work?

The service operates on weekdays between about 9.15 am and 2.45 pm, focusing on various parts of the district on different days. The Community Links Team can give you more detailed information.

Customers phone the office three days in advance to book a journey and the team will then plan the travel routes for each day. They will do their best to meet your needs, but cannot always do so. All vehicles have disability access and the necessary safety features and customers are charged a flat rate of £1.30 for a single journey and £2.60 return (Price correct at 1 April 2009).

Family or informal carers who wish to travel with the person they are supporting can travel free of charge.

Many people who are eligible travel by Community Links to enable them to do their shopping, but it can be used for a range of other reasons too.

Miss C, aged 91, registered with the Community Links scheme about two years ago and continues to use it to visit her son who has a serious health problem and lives in a care centre. Due to her mobility problems, she would be unable to have this regular contact with her son without the Community Links Bus. She says that the scheme has 'made her life completely different and it is a wonderful service'.

To find out more about the scheme, or to register for the service, please phone:

01789 264491

or contact Jan Roberts at Stratford-on-Avon District Council on 01789 260108. Please tell them where you read about the service.

Meeting dates

Community Forums are public meetings led by the County Council and Stratford-on-Avon District Council to engage the public in council business. Warwickshire Police promote 'Safer Neighbourhoods' through the Community Forums.

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| Community Forum | Date | Time | Venue |
|--------------------------|-----------------------|---------------------------------------|--------------------------------|
| Southam/Feldon | Wednesday 4 November | Police Meeting 6.30pm Forum 7.15pm | Southam Primary School |
| Wellesbourne/Kineton | Thursday 5 November | Surgery 6.00pm Forum 7.00pm | Radway Village Hall |
| Alcester/Bidford-on-Avon | Tuesday 10 November | Surgery 5.30pm Forum 6.00pm | Aston Cantlow Village Hall |
| Henley-in-Arden/Studley | Wednesday 11 November | Surgery 7.00pm Forum 7.30pm | Henley Memorial Hall |
| Stratford-upon-Avon | Wednesday 18 November | Surgery 5.00pm Forum 6.00pm | Home Guard Club, Tiddington |
| Stour/Shipston-on-Stour | Thursday 19 November | Surgery 6.00pm Forum 7.00pm | Newbold Village Hall |

Other Council meeting dates at Stratford District Council, Elizabeth House, Church Street Stratford-upon-Avon

| Meeting | Date | Time |
|-------------|--------------|--------|
| Planning | 2 September | 6.00pm |
| The Cabinet | 7 September | 2.00pm |
| Planning | 23 September | 6.00pm |
| The Cabinet | 5 October | 2.00pm |
| Planning | 14 October | 6.00pm |
| Council | 19 October | 2.00pm |
| The Cabinet | 2 November | 2.00pm |
| Planning | 25 November | 6.00pm |
| The Cabinet | 30 November | 2.00pm |
| Council | 14 December | 2.00pm |

Be prepared for swine flu

Please complete this form and **keep it safe**

What to do if you have flu symptoms

Symptoms include: high fever, cough and aching body

- ✓ Stay at home
- ✓ Check your symptoms online at: www.nhs.uk or call the swine flu information line on: 0800 1 513 513
- ✓ Still concerned? Call your GP or NHS Direct on: 0845 46 47
- ✗ Please do **not** go to your GP practice or hospital A & E department

Keep up-to-date!

For information about swine flu call: 0800 1 513 513

For medical advice about swine flu call: 0845 46 47

Visit: www.nhs.uk or www.direct.gov.uk/swineflu

Make sure you have:

Normal flu remedies e.g. the correct dose of paracetamol for adults and children – ask your pharmacist for advice.

Food and fluids

Extra supplies of tissues and toilet paper

Supplies of any regular medications you take – make sure you order any repeat prescriptions before they run out.

Your flu friends

Flu friends are relatives, neighbours and friends willing to collect medicines, food and other supplies for you if you get swine flu, so that you don't have to leave home. List the names and telephone numbers of your flu friends below:

Name:

Number:

Name:

Number:

Name:

Number:

Name:

Number:

Name:

Number:

I will be a flu friend for

Name:

Number:

Name:

Number:

Name:

Number:

Useful information

Your GP's phone number:

Your home phone number:

Your mobile number:

Your NHS number:

You will find this on your medical card, if you have one.



LOUD MUSIC / NOISE
01789 260858

CAR / BUILDING ALARM
01789 260858

VACANT PREMISES
01789 260866

ILLEGAL ENCAMPMENTS
01789 260858

FALLEN TREES
01926 412515

BROKEN STREET LIGHTS
01926 736547

AIR POLLUTION
01789 260858

FILTHY VERMINOUS PREMISES
01789 260858

POTHOLES
01926 412515

GRAFFITI AND FLY POSTING
01789 260616

DEAD ANIMALS
01789 260616

BLOCKED SEWERS
0800 783 4444
01789 260858

UNCOLLECTED RECYCLABLES/BINS
01789 260616

DAMAGED PAVEMENTS
01926 412515

FLOODING
0815 988 1188

ABANDONED VEHICLES
01789 260616

PEST CONTROL
01789 260814

RUBBISH ON PRIVATE LAND
01789 260858

DUMPED TROLLEYS
01789 260616

GAS LEAKS
0800 111 999

FLY TIPPING
01789 260616

DANGEROUS BUILDINGS AND WALLS
01789 260626

BROKEN PHONES
01926 412515

OVERGROWN HEDGES/GRASS
01926 412515

OVERFLOWING SKIPS AND BINS
01926 412515

DOG FOULING
01789 260858



Stratford-on-Avon District Council
working in partnership to improve our neighbourhoods