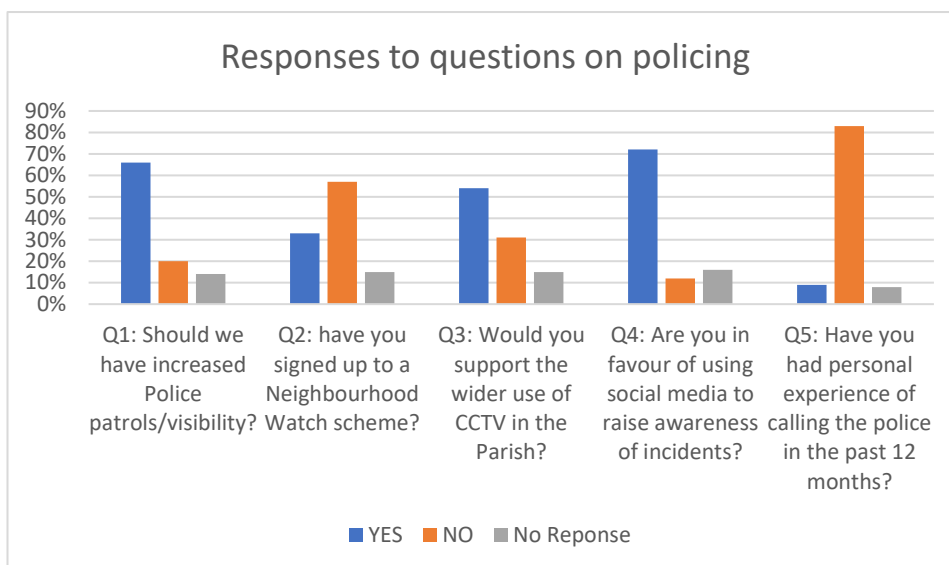


## S6 Public Services

### S6.1 Policing



#### Comments related to Policing:

There were almost 50 comments made relating to police response/reaction.

There were several positive comments regarding our local police, and a recognition that we live in a rural area which makes quick response times difficult. There were also many negative comments, mainly related to lack of response (attendance, follow-up, etc.) when crimes such as burglaries and van/car break-ins were reported.



Concerns were also raised on the cross-border relationship between Hampshire and Wiltshire police which was perceived to be a barrier in addressing some crimes.

Police visibility and communication were also raised, although some recognised that, with the limited resources available, time spent addressing crimes was more important than general visibility of police officers.



#### Comments related to Neighbourhood Watch

Almost all the comments in this section were asking for more information about Neighbourhood Watch, with several saying that they would join if they knew how.

Contact is Merv Quick 07734705768 [merv.quick@wiltshirenhw.org](mailto:merv.quick@wiltshirenhw.org)

#### Comments related to social media

Overall, people were in favour of the use of social media to alert others of incidents and dangers. There was some concern raised that comments posted should not be used as a 'witch hunt' to name and shame residents.

#### Comments related to the use of CCTV in the Parish

Overall, there was a positive response for the use of CCTV in selected areas (known hotspots), to address both crime and fly-tipping. There was one comment that raised concern that use of CCTV was like that of a Big Brother society.

## S6 Public Services

### Our Aims

1. **Make Landford Parish a safer place to live and reduce crime:**
  - **Greater police presence**
  - **Increase crime deterrents: promote actions that can be taken to make property secure**
2. **Increase the use of Neighbourhood Watch (NHW)**

AIM	ACTION	BY WHOM?	TARGET TIMESCALE
<b>What we can do as individuals</b>			
1	Make properties as safe as possible	All	Ongoing
1	Mark high-value goods with smart water	All	Ongoing
1	Consider use of CCTV	All	Ongoing
1	Register CCTV systems, including video doorbells, with the police supported database via <a href="http://wiltshirenhw.org">wiltshirenhw.org</a> or Community Messaging	All	Ongoing
1	Report all suspicious activities either via 101 or online	All	Ongoing
2	Join NHW/Create a NHW Scheme	All	Ongoing
<b>What we plan to do as a parish</b>			
1	Provide information on safety measures	Parish Council Safety Officer	12 months
1	Make police aware of comments made in the survey	LPCP	3 months
1	Raise concerns on Hants/Wilts boundary issues with Wiltshire Police	LPCP	3 months
1	Provide opportunities for Police Surgeries within the Parish	Parish Council	Ongoing
1	Parish Council to investigate use of 'Hotspot' CCTV cameras	Parish Council	12 months
<b>What we are asking others to do</b>			
1	Request police to produce a monthly crime stats report for the Parish	Already implemented	-----
2	Request Wiltshire NHW to promote NHW within the Parish	Wiltshire NHW	Ongoing

## S6 Public Services

### Section 6.2 Healthcare

From the 501 surveys received, 74 respondents had used the Ambulance/Paramedic Service, 402 had not (25 made no comment).

#### Comments

Reviewing the comments, the vast majority (81%) thought the response time was good, with only 18% having had long delays in getting an ambulance.



In regard to the quality of service received, there were few specific references. Those that did, with the exception of one who had a bad experience at Salisbury A&E, thought the service very good.

Given the limited sample of those experiencing long delays, it is difficult to recommend any specific action.

### Section 6.3 General Practice

Overall, the vast majority of the over 400 people that responded to the question relating to General Practice were positive.

*"I have always been pleased with the way I am treated although they are sometimes working under great stress."*

Looking to each of the 4 practices that the majority use:

- Abbeywell : There were 33 people who used the Abbeywell surgeries, only one thought that the surgeries did not provide a good service.
- Alma Road: 39 people said that they used the Alma Road surgery. There were 3 negative responses and one comment relating to the length of time to wait for a phone consultation.
- Downton: There were no negative responses against the Downton surgery, and many praising the service provided.
- Whiteparish: With 352 people saying that they use Whiteparish surgery, this was the surgery most used by the Parish. Over 95% said that they were given a good service by Whiteparish surgery. The 5% of negative comments referred mainly to waiting times.

## S6 Public Services

### Section 6.4 Fire Service

Less than 2% of resident response indicated that they had called the fire service in the previous twelve months. There were only nine comments, and all those were positive, and indicated a good response time.



### Section 6.5 Public Services: Wiltshire Council

#### Effectiveness of schools' amalgamation

General response was one of satisfaction that the merger of the schools has been effective. As expected, there was a high level of 'No Response' to this question; a large number of residents have no direct relationships with the School.

#### Use of library services

While only 25% of those responding used the library mobile service, over 75% wanted it to continue as a benefit to the community.

#### Verge cutting

Most comments relating to verges referred to safety, and the need to ensure that visibility was maintained for drivers. A significant subset, 26% (7) of the comments made, desired to see more consideration of the environment, particularly to the timing and extent of verge cutting performed by Wiltshire Council.

#### Bin emptying/recycling

While the vast majority was satisfied with the bin emptying/recycling, the general comments about waste bin collections were varied. There was limited desire to have skips available occasionally so that people could dump large items.

As for recycling, there were a few comments requesting more opportunities to recycle, but nothing significant.

5 of the comments received asked for waste food collection.

There was a desire to return to weekly waste bin collection, particularly during the summer when the hot weather allows flies to breed and maggots to infest the Black Waste Bin. About 14% (5) of the comments made requested this level of service.



*"In summer need waste bins collected weekly to reduce smells, maggots etc. Fortnightly is a third world approach."*

## S6 Public Services

### Our Aims

- 1. Support GP surgeries in delivering a good service**
- 2. Good fire safety within the parish**
- 3. Have a good level of public services in the Parish**

AIM	ACTION	BY WHOM?	TARGET TIMESCALE
<b>What we plan to do as Individuals</b>			
2	Ensure that you have smoke alarms, and other fire safety items in your house. Advice and Safe and Well visits can be organised via the Dorset and Wiltshire Fire and Rescue service.	Individuals	Ongoing
2	Identify where your nearest fire hydrant is located	Individuals	Ongoing
<b>What we plan to do as a parish</b>			
1	Share anonymised comments with the surgeries	LPCP	6 months
2	Share the comments with the Fire Brigade	LPCP	6 months
3	Pass results of the survey on to Head Teacher of New Forest, including all the comments.	LPCP	6 months
<b>What we are asking others to do</b>			
3	Request Wiltshire Council to look at feasibility of more frequent waste collections in the summer, and waste food collection	Parish Council/ Wiltshire Council	6 months
3	Representation to be made to Wiltshire Council Highways and Environment department to express concern at the lack of sensitivity of the environment of their operatives when verge cutting. Request they follow the Plant Life group recommendations, which also bring significant financial benefit. See Spring into Action on road verges	Parish Council/ Wiltshire Council	6 months
3	Recognising that the library service will know the usage of the mobile library in our area, representation should be made to the library service to advise them of the support that the mobile library has in our area, while acknowledging the relatively small number that use the facility.	Parish Council/ Wiltshire Council	6 months