

ACTION NOTES

MEETING:	Buckingham Local Area Forum
DATE:	26 March 2009 7.00 pm to 9.10 pm
LOCATION	Thornton College, Thornton, Milton Keynes, MK17 0HJ

Present:	M. L. Beck (Maids Moreton), Chris Benton (Water Stratford), Hedley Cadd (Buckinghamshire County Council), Ivy Cakebread (Stowe), Stuart Chaplin (Thornton), John Chilver (Aylesbury Vale District Council), Geoff Culverhouse (Nash Parish Council), P J Fealey (Gawcott with Lenborough), Christine Hutton (Preston Bissett Parish Council), Derrick Isham (Aylesbury Vale District Council), Roger Landells (Twyford Parish Council), Mark Linton (Middle Claydon Parish Council), Jean Pallister (Beachampton Parish Council), Jackie Phipps (Aylesbury Vale District Council), David Polhill (Buckinghamshire County Council) (Chairman), Susan Polhill (Aylesbury Vale District Council), John Riches (Middle Claydon Parish Council), Kim Shepherd (Calvert Green), Mike Smith (Buckingham Town Council) and Sir Beville Stanier (Aylesbury Vale District Council)
In Attendance:	Karen Adamson, Mrs J Beckett, Amanda Brooke-Webb, Ann-Marie Davies, Simon Dudley, James Fox, Steve Goldensmith, Lynne Kuschel, Ian Reed, Liz Smith, Mrs E Sparrows, Liz Wheaton and Anne Wilson
Apologies:	Hugh Carey, Terry Cavender, Tim Mills, David Rowlands and Lady Scott

Item	ISSUES RAISED
1	<p>APOLOGIES FOR ABSENCE / CHANGES IN MEMBERSHIP</p> <p>Apologies were received from Rima Scot (Foscote Parish Meeting), Councillor Tim Mills (AVDC), Terry Cavender (Akeley Parish Council), Mike Mortimer (Akeley Parish Council), Councillor David Rowlands (Bucks County Council), and Turweston Parish Council.</p>
2	<p>DECLARATIONS OF INTEREST</p> <p>There were no declarations of interest.</p>
3	<p>ACTION NOTES</p> <p>The action notes of the meeting held on 4 December 2008 were confirmed as a correct record.</p>
4	<p>PETITIONS</p> <p>There were no petitions.</p>
5	<p>CHAIRMAN'S UPDATE</p> <p>The Chairman explained to Members that no decision has yet been made regarding the Energy from Waste proposal. He went on to say that in the present economic climate, a number of the tenders for the work have had to be reviewed.</p>
6	<p>QUESTION TIME</p> <p>Question from Padbury Parish Council</p>

“What is happening with the speed limit review through Padbury?”

Response

Ann-Marie Davies, Transport Local Area Co-ordinator said she would respond to Padbury Parish Council after the meeting.

Action: Ann-Marie Davies

Question from East Claydon

“In terms of section 106 funding - How much say does the local community have in the use of funds arising from developments in their own parish? Is this enough?”

Response

The Chairman introduced Sue Polhill, Aylesbury Vale District Councillor, who took Members through Section 106 (s.106) arrangements. She explained that s.106 arrangements were originally set-up as a way of giving something back to the Community. The grant can only be used to provide, or enhance, leisure facilities for a community where more than 4 houses have been built. Sue explained that the District Council acts like a bank and holds the money on behalf of the parish/town and once the project has been approved then the money can be held for up to 10 years. Sue said that all parish and town clerks should have received a leaflet with further information about s.106 arrangements and how to apply for funding. She asked Members to contact her if they wanted further copies of the leaflet.

Sue’s email address is spolhill@aylesburyvaledc.gov.uk.

During discussion, the following questions were asked.

A Member asked why the funding was only available where four or more houses have been built. Sue replied that four houses would require more leisure facilities than just one house so it is based around the needs of more than one house.

A Member asked why the money could only be used to provide leisure facilities and not used to introduce traffic control measures, for example. Sue explained that s.106 funding is part of the national framework and this is what Central Government have considered necessary and there is no deviation in terms of what it can be used for.

The Chairman thanked Sue for her presentation and then introduced James Fox.

James Fox, the s.106 activity co-ordinator for Bucks County Council, explained that his role is to be the focal point for developers and the public to ensure that applications do not get overlooked. He went on to explain that there is a two-tier system and the District and County Councils share responsibility in terms of planning. The Districts are responsible for affordable housing and the County Council is responsible for education, highways and libraries. There are rules and tests which have to be met and there needs to be a geographical link between the development and the need for the service.

A Member asked about the Mount Pleasant development in Buckingham in terms of the traffic calming. The Chairman asked the Member to email him the details and he would forward them to the relevant person.

Action: Derrick Isham/David Polhill

James went on to explain that the economic downturn has meant that the number of 106

	<p>applications has started to drop away as housing development has slowed down. James is monitoring the activity closely and commitments for funding must be honoured.</p> <p>A Member asked for a definition of “leisure”. James explained that there is not a set list of what is classed as recreational. The Chairman went on to say that section 106 funding can only be sought from a developer where there is a proven project underway.</p> <p>A Member asked whether it would be possible to have an opportunity to be involved in the s.106 process. The Member spoke from personal experience as they had asked to get involved in the negotiations but had not received a response and they then found out that the application for funding had been approved. The Member felt that the process should be more transparent and should provide an opportunity for people to get more involved. The Chairman agreed that the process is not as transparent as it should be. James went on to say that it is vital to get involved early as applications can not be negotiated retrospectively. He explained that, in terms of transparency, the information is available on the website. He said that until the document is signed, it is not a public document. Once it is signed and sealed, then it becomes a public document in the same way as any planning decision.</p> <p>Sue Polhill explained that every two years’, all parish and town councils should be written to and asked what their needs are in terms of leisure facilities.</p> <p>Attached is a briefing note which James Fox prepared on s.106 funding.</p> <p>The Chairman thanked both Sue and James for their presentations.</p>
<p>7</p>	<p>BUCKINGHAM TOWN CENTRE</p> <p>The Chairman introduced Pat Ward who is the Group Manager for Economy and Enterprise. She started by explaining that a number of retailers in market towns are coming under pressure and small industrial estates are also suffering in the economic downturn. She said that there are a number of initiatives around to help businesses through difficult times, including a Food Group which supports and encourages locally grown foods. There is also a Leader Programme which supports growers and foresters.</p> <p>Pat said that there are a number of events taking place around the County to support people including an event on 2 April at Beales Hotel in Buckingham which is focussing on re-skills for people. There is also an event on 28 April at the Civic Centre in Aylesbury which is entitled “Fresh Start” and this will focus on how to overcome the difficulties faced by redundancy. On 12 May, local developers will be meeting at Beales Hotel to hold a roundtable discussion about the most pressing issues they are currently facing.</p> <p>A Member asked whether anything was being done to assist retailers with their business rates. For example, monthly rather than quarterly rates. Pat responded that this is a matter for the District Councils to consider but she explained that it is difficult to offer incentives. The Chairman went on to say that the business rates are set by Central Government so the issue would need to be lobbied upwards to them.</p> <p>Pat concluded her presentation by asking Members to contact her should they require further information on any of the initiatives currently underway.</p> <p>Her email address is pat.ward@buckscc.gov.uk</p>
<p>8</p>	<p>DELEGATED BUDGET</p>

	<p>Simon Dudley reiterated that the delegated budget for the Buckingham Local Area Forum is £21,000. He took Members through the bids which they had received and explained how each bid had been accessed and an estimated cost attached to each bid. The proposed schemes were circulated to Members to consider.</p> <p>It was agreed that the following schemes should be undertaken in 2009-2010. These were:</p> <ul style="list-style-type: none"> • To provide salt bins in the Hillesden area (£1,350). • To provide an extension to the existing footway in Nash High Street (£19,000).
<p>9</p>	<p>THE FLOOD GROUP</p> <p>Derrick Isham provided Members with an update on the Flood Group meeting which took place at the Winslow Centre on 20 January. He explained that Terry Cavender's idea about clearing out the canal and redirecting the flood water was discussed but the view of the Environment Agency was that it would not work. He went on to say that there had been two further meetings with Buckingham Town Council and the meeting on 24 February was attended by Gary Dawson, the Emergency Planner Officer at Aylesbury Vale District Council. Gary Dawson explained that a bid had been submitted to DEFRA although it was recognised that there were limitations to the proposal – it relies upon the goodwill of neighbours to plug in the drainage system if the main landowner is not in residence.</p> <p>Derrick concluded by saying that Members must still keep the pressure on the Environment Agency.</p> <p>Attached is the Buckingham Flooding Newsletter which was produced by Gary Dawson. His contact telephone number is 01296 585370.</p>
<p>10</p>	<p>TRANSPORTATION UPDATE</p> <p>Simon Dudley, Area Manager in Transportation, answered Members questions relating to transportation issues.</p> <p>Ivy Cakebread from Stowe Parish Council asked for an update on the Speed Limit Review for Dadford. Simon explained that the review is due for implementation at the end of 2010. She then asked about the missing road signs (particularly the ones at Stowe crossroads) as this was her third time of asking. Simon said that David Kearney has been redesigning the signs and they should be ready at the end of May 2009. Simon will speak to David to confirm this.</p> <p style="text-align: right;">Action: Simon Dudley</p> <p>Ivy Cakebread also asked for an update on the repair of roads and potholes in and around Stowe. Simon explained that they have put a gully in place and transportation has acknowledged that there is a need to repair the road surface. He went on to say that the budgets have not been confirmed for this year.</p> <p>John Riches and Mark Linton from Middle Claydon Parish Council asked for an update on the road signs at Verney Junction. Simon said that the signs are with David Kearney and will be ready at the end of May 2009. Again, Simon said he would follow-up with David after the meeting.</p> <p style="text-align: right;">Action: Simon Dudley</p> <p>Representatives from Middle Claydon then went on to ask about the procedure for road condition</p>

	<p>inspecting. Simon explained that inspections are carried out within three months.</p> <p>A Member said that the community gang had visited Gawcott a number of times recently but the jobs which had been requested in that area had not been done. The Member wanted to know why the job list is not adhered to. Simon apologised for this and explained that the system is still relatively new and there are a number of improvements being made to the system so, in future, the service should improve.</p> <p>A Member explained that a number of faxes and emails had not been acknowledged. Again, Simon apologised for this and explained that communications will improve in future as this has been acknowledged as an area for improvement.</p> <p>Water Stratford Parish Council asked about the Speed Limit Review for Area 14. Simon responded by saying that the consultation period will be taking place in early 2010 and it will be implemented at the end of 2010. The Member also asked about general road resurfacing in their parish. Simon explained that there are budget constraints to consider and all jobs are being prioritised.</p> <p>Simon told Members that the Salting programme will be reviewed extensively over the Summer. He emphasised that there can't be major changes to the programme due to resource limitations but he asked Members to let him know of any roads which they felt should be considered.</p> <p>Simon went on to explain to Members about the changes occurring within Transportation. Certain roles, including Simon's, have been transferred over to Ringwood Jacobs who will be delivering a number of services across the County. Simon explained that this should result in more efficient processes over time and more control over the budgets. He said that the Community Gangs will continue and, hopefully, improve their service level in future.</p> <p>Simon said that the service area has been re-branded and is to be known, in future, as "Transport for Buckinghamshire". A Member asked how much the re-branding exercise had cost. Simon explained that Neil Gibson had been involved in the costs associated with changing the signs. Simon said he would follow-up on this after the meeting and report back to Members.</p> <p style="text-align: right;">Action: Simon Dudley</p>
<p>11</p>	<p>POLICE AND NAG UPDATE</p> <p>Wendy Taylor provided Members with an update on the Youth Event which is taking place at the Winslow Centre on Saturday 25 April. She said that publicity posters are currently being printed and will be available shortly and she reported that over 60 companies/organisations are involved in the event, including Sports 2012, Aylesbury College, Extended Services, the Voluntary sector and the local Youth Centres. She encouraged everyone to get involved and to spread the word amongst their local parishes. Wendy said that she is developing a "Tool kit" which contains all the contact details for the event so that other areas can run similar events in future.</p> <p>Wendy also updated Members on the priority areas for the Police and NAGs. These are as follows:</p> <ul style="list-style-type: none"> • Speeding • Anti-Social Behaviour • Farm theft.
<p>12</p>	<p>OPEN FORUM</p> <p>Karen Adamson, from Adult Social Care, reported to Members that over 260 people had been</p>

referred to the "In-Touch" service as a result of the surgeries held across the County. The next surgery is due to take place on 7 April at the Buckingham Community Centre. Karen then introduced Steven Goldensmith, who is a Voluntary Services Manager within Adult Social Care. Steven explained that his main aim is to increase the contact his team has with vulnerable people and to help everyone access services for elderly people.

Steven's email address is sgoldensmith@buckscc.gov.uk and his telephone number is 01296 383148.

The Chairman introduced Lynne Kuschel who is the Bucks 50+ co-ordinator. She explained that they are a not-for-profit organisation and they meet regularly to discuss service providers and, where appropriate, to challenge service providers. For example, Post Office closures, transport to and from hospital and proposed A&E closures. If anyone is interested in knowing more about the organisation, please contact Lynne Kuschel at sugarchick@btopenworld.com.

Liz Smith from the Families Information Service provided an overview of the new Buckinghamshire Family Information Service which is being set-up by Bucks County Council. The main aim of the new service is to provide all families with a source of up-to-date information and advice. Liz explained that the Government decided in April last year to provide this information service for families and the Bucks service is due to launch in September 2009 in line with the national programme. Liz said that the service will be available via a telephone helpline as well as a web presence.

There is a consultation period at present where all families are being asked for their feedback on the new service. Liz asked all Members to actively encourage the new service within their parishes.

Attached is a copy of the questionnaire which everyone is being encouraged to complete. If anyone would like to know more about the new service, please contact Liz Smith on 01296 383870.

13 DATE OF NEXT AND FUTURE MEETINGS

The next meeting will take place on Thursday 25 June 2009 at the Buckingham Community Centre. There will be a drop-in session between 5.45-6.45pm for the members of the LAF and members of the public to raise transportation issues.

Future dates:

17 September 2009
3 December 2009 (provisional date).

The chairman thanked everyone for attending and asked Members to encourage more parishes to attend the next meeting.

Briefing Note on Section 106 Issues
for Buckingham Local Area Forum 26 March 2009

Context

Current basis for seeking provision from developers for physical and social infrastructure is set out in Government Circular 05/2005 (Planning Obligations). These obligations, or developer contributions, are normally secured through an agreement under S106 of the Town and Country Planning Act 1990 and as such they are often referred to as “S106 agreements”. S106 are usually negotiated in the context of planning applications, between local planning authorities and persons with interests in land (or “developers”).

New developments including residential or commercial schemes should be supported with the necessary infrastructure i.e. roads, water and sewerage infrastructure, public transport, schools, libraries, recreational and health facilities and open spaces. A S106 will usually be required to secure these matters, although a local planning authority may use planning conditions where appropriate.

General Principles

Where existing infrastructure is inadequate to deal with the extra demands placed upon it as a result of new development, developers are expected to ensure that the necessary additional provision is made at no extra public cost.

Contributions are normally secured by way of a S106 between developers, Parish/Town, District and/or County Councils as service providers and facilitators. In addition to covering matters such as the scale and phasing of provision or contributions, a S106 will also cover trigger points for payments of contributions and arrangements for security bonds to provide financial guarantees.

Planning obligations are intended to make acceptable development which would otherwise be unacceptable in planning terms and contributions towards provision may either be in kind or in the form of a financial contribution. The latter can be made in a lump sum, or as phased payments. Their use however, is governed by the fundamental principle that planning permission may not be bought or sold.

In order for developers to predict the likely contributions they will be asked to make and anticipate the financial implications for their schemes, local authorities are advised to include as much information as possible in their Local Development Frameworks (LDF). General policies relating to the principles of planning obligations should be set out in the new-style Development Plan Documents (DPD), whereas more detailed policies applying to specific localities and the likely quantum of contributions should be included in Supplementary Planning Documents (SPD).

In Buckinghamshire’s case, relevant Development Plan policies currently include saved policy IN1 of the Buckinghamshire County Structure Plan (1991-2011) together with supporting policies in each of the four District Council Adopted Local Plans. Detailed requirements are also set out in various Supplementary Planning Guidance notes, (SPG).

Protocol/liaison with Districts

BCC welcomes consultations from the four Districts in their roles as determining authorities, as well as approaches from developers to identify the potential need for contributions at the earliest opportunity.

Consultation may be through the Plan making process (i.e. consultation on DPD and SPD), and also at the pre-planning application and planning application submission stages. This is

in order to identify the potential need for contributions, thereby enabling developers to build those needs into their land costs and negotiations; and so requirements can be identified enabling a clear policy background for the requirements to be a material consideration in the determination of any application.

S106 requirements do not necessarily need to be in a local plan/DPD for them to be a material consideration; some may arise through Environmental Assessment, Transport Assessment, or the public consultation process. It is advised that consultations should take place at pre-application stage whenever possible, however the need for transportation infrastructure will depend on issues identified through the Transport Assessment process and any assessment may need to be completed and agreed before the form of obligations can be defined.

For major developments where multiple services are involved, the BCC Developer Contributions Co-ordinator acts as the central point of contact for arranging S106 and project meetings with BCC staff. Where discussions between BCC and a developer result in agreement being reached in principle to S106 terms copies of correspondence and information on the agreement reached are passed to the relevant District Council.

Where a lack of infrastructure provision for BCC services is a major issue in the consideration of development proposals at Development Plan Inquiry or planning appeal, BCC provides evidence in support of its requirements where appropriate.

AVDC is to establish a Developer Contributions SPD in partnership with BCC and pre-production of the draft document is to be completed by August 2009, with a public consultation exercise scheduled for September/October 2009. BCC will seek to ensure that the SPD is consistent with any evolving County Council approaches and policies on S106.

Scale and Type of Contributions

Initial estimates of the likely demand for services/infrastructure maybe based on the size or impact of a proposal, typically floor area in the case of commercial development, and, number of dwellings in the case of housing developments. This enables key parameters such as additional population, workforce, pupil numbers and traffic movements to be calculated.

In determining any needs arising from additional demand, BCC and the Districts will usually take into account any surplus capacity where available within existing infrastructure. Individual cases must be judged on their merits and this will be done in light of the County and Districts' service standards.

In line with Government advice, where the combined impact of a number of developments creates the need for infrastructure, it may be reasonable for local planning authorities to "pool" the associated contributions to enable infrastructure to be secured fairly and equitably.

S106 Monitoring

BCC and AVDC monitor compliance with individual County/District S106 provisions and ensures adherence to the terms of agreements. To assist with this process at BCC the Developer Contributions Co-ordinator monitors agreements and developments to ensure payments are both collected and spent in accordance with the terms of the S106 and maintains a database for those purposes.

**James Fox, Developer Contributions Co-ordinator,
Planning and Environment, Buckinghamshire County Council
Email: jfox@buckscc.gov.uk Tel: 01296 382745**

Buckingham Flooding Newsletter

April 2009



When there is extreme flooding predicted, the third level or 'Severe Flood Warning' will be issued which still applies to the areas listed above but also includes 'Fishers Field, Nelson Street, Hunter Street, Well Street, Ford Street, Stratford Road and Wharfside'. Residents in these areas should not receive the Flood Warnings.

For more information on flood warnings or to register to receive them, please visit the Environment Agency's website at www.environment-agency.gov.uk or call Floodline on 0845 988 1188.

DEFRA flood protection grant scheme

The Department for the Environment, Food & Rural Affairs (DEFRA) have launched a pilot scheme of grants to assist in the installation of property level flood protection. This is a small-scale promotional scheme aimed at increasing the number of inspectors able to survey properties and to advise on suitable protection measures and the range and quality of protection products available.

AVDC has submitted an application in respect of 114 Buckingham properties which are known to have flooded in either 1998 or 2007. We should know whether we have been successful by the end of April. The potential grant monies are in three sections. For each qualifying property, the council could get a grant of £500 to cover the cost of a survey, £4,500 towards the cost of implementing the identified works and £700 towards the councils costs in administering the scheme.

Our application for more than 100 houses is therefore seeking funding of more than £600,000. However, there is only £2 million available nationally for this round and £3 million for the second round in the autumn. Since this scheme is aimed at creating pilot, or demonstration, projects DEFRA are likely to fund more, smaller, projects rather than just three or four larger ones.

One of the major elements of the grant scheme is that there has to be significant community engagement throughout the process, that is, encouraging flood victims to work together and with the council to find appropriate solutions. We have started this through discussions with Buckingham Town Council and by getting in contact with a number of flood victims who are now working to promote the creation of a flood action group. Such a group is essential to facilitate the decision making process and to help disseminate information about the scheme.

Flood Warnings – Recent Changes

Those of you who have registered to receive flood warnings from the Environment Agency (EA) should have received information from them about the recent changes to the warning areas.

The first level of warning is **Flood Watch**. This means that flooding of low lying land and roads is expected. It continues to cover the whole of the Upper Great Ouse in Buckinghamshire & the River Tove in Northamptonshire. That is, everywhere in the river catchment upstream (north and west) of Newport Pagnell. This service is normally only provided to riverside land owners, boat owners, etc if explicitly requested.

The second level of warning is **Flood Warning**. This means that flooding of properties is expected. The old 'Upper Ouse' warning area has been split and there are now separate flood warning areas for two small parts of Brackley (east and west) and for Buckingham town. The Buckingham area covers the full length of the town and is described as 'from Brackley Road to Bourton Park, including Chandos, Ford Street, Cornwalls Meadow and the Wharf'.

If the application is successful, the next step is for AVDC to work with the residents' group to employ surveyors to inspect the properties which flood. They will report to residents and AVDC identifying the specific flood risks and advising on the appropriate protective measures for each property. These may be door boards, air brick covers, etc.

Throughout the process we need to maintain contact between residents, the community group and AVDC. Through this process a decision will be reached on which equipment to purchase before the council places orders for their supply and installation. After the works, a further inspection is required to ensure that all the advised works have been satisfactorily completed. Only after all this can AVDC claim the grant funds from DEFRA.

It is possible that any grant received will be insufficient to fund all the required works. Additional funds may need to be found from other sources. The Regional Flood Defence Committee (RFDC) (which would have paid for the upstream storage works had that been a viable proposition) have already committed to investigating the feasibility of funding a complementary scheme irrespective of the outcome of our application to DEFRA. With 114 potential properties to protect and limited funding available, residents may also be asked to contribute to the cost of works to their property. The overall cost of works and the source of funds will only become clear as the project proceeds.

There may be some properties which it is not possible to protect from flooding, probably because of the way in which they are constructed. For these properties the appropriate action would be to make them more resilient so that they are easier to clean and repair after they have been flooded.

Residual Risk

It is important to emphasise that even if all the at-risk properties are protected with the recommended measures it does not mean that the properties will never flood again. Firstly, measures such as door boards have to be erected when flood warnings are issued. Secondly, the equipment will need to be properly looked after, cleaned, stored and maintained by the householder as the



manufacturer recommends. Lastly, there is always the possibility of an extreme flood which exceeds the design limits of the protection measures.

What if there is no grant?

Should the application be unsuccessful this time there is a second opportunity in the autumn when a further £3 million is available for grant aid. Should we still be unsuccessful the community group would become even more important in pressing for other flood defence funding in the future. In other parts of the country it is the tireless efforts of local groups that have teased out funding for flood protection measures. The same could be achieved here.

Flood Action Group

The purpose of having a community flood group is to promote self protection and to lobby for help and funding in the way that only affected residents can. It can also bring people together to offer assistance to one another during an incident. A number of your neighbours have already started working together to encourage you to take part in this initiative. If no one has contacted you yet then maybe you need to start discussing it with your immediate neighbours and then to speak with:
Liz at izad@btinternet.com 01280 817137 or
Lewis at mail@buckinghamfloods.org 01280 824998.

The district and town councils are able to assist but this needs to be a community initiative acting on behalf of residents rather than a council led group. Have a look at websites such as floodforum.org.uk and floodplanuk.org to see what others have done and what help and guidance is available.

An active local group will be essential to progress a successful grant aided scheme or to lobby for other funds. After any works are completed the community group should continue to meet to share experiences, provide mutual support and to educate new residents.

Gary Dawson

Emergency Planning Officer
Aylesbury Vale District Council
01296 585370

Photos courtesy of Cllr Derrick Isham



Wii ARE FAMILY

Complete a short questionnaire
and enter for a chance to WIN
a Nintendo Wii* for your family

*Or the equivalent value in Wii software.



Family Information Service



CARING FOR FAMILIES, CHILDREN AND YOUNG PEOPLE

The Buckinghamshire Family Information Service is a new service being set up by Buckinghamshire County Council so that everyone in your family can find the information and advice they need.



Family Information Service

You will be able to search for anything from sporting or leisure activities or after school clubs to parenting advice, family support networks or how to find a child-minder.

We are asking all children, young people, parents, carers and people who work with families what they want from the Buckinghamshire Family Information Service.

WIN A Wii!

By completing this questionnaire or completing it on-line you can help to make the service into something that will be useful to you. Go to:

www.buckscc.gov.uk/fis



COMPLETE THIS QUESTIONNAIRE FOR A CHANCE TO WIN A NINTENDO Wii*

- Are you (please tick all that apply): Aged 0-12 yrs Aged 13-19 yrs A parent/carer Working with children and/or families Other
 - What is your postcode: _____
 - Which way would you most like to find out information from the Buckinghamshire Family Information Service? (please tick one) Website Telephone Face-to-face None
 - Is there another way that you would like to be able to find out information - a way that we have not mentioned in the list in Question 3? (please specify) _____ No
 - What sort of information would you look for? (please specify) _____
 - How often would you be likely to use the Family Information Service? Once a week Once a month Every few months Once a year Never
 - What are the biggest problems you have found in getting information about things for children or families? (please specify) _____
 - How did you find out about this survey? Leaflet Bucks Times Article in the paper Word of mouth Can't recall Other Email (please specify from which organisation) _____
 - Please tick if you DO NOT want to be contacted by the Family Information Service
 - Please tick if you DO NOT want to enter the free prize draw to win a Nintendo Wii
- Name: _____ Tel Number: _____
 Email address: _____

*Closing date for entries 1st June 2009. One free prize draw entry per person. **Your contact details will only be used to enter the free prize draw unless you have indicated otherwise in question 9, we may also contact you for research purposes in relation to the family information service.

For a copy of the full terms and conditions, please email familyinfo@buckscc.gov.uk