



getting closer to communities

WORKING TOGETHER FOR SERVICE EXCELLENCE

Getting Closer to Communities – Princes Risborough Local Community Area

Bledlow-cum-Saunderton, Bradenham, Ellesborough, Great and Little Hampden, Great and Little Kimble, Hughenden, Lacey Green, Longwick-cum-Ilmer and Princes Risborough

12th June 2008

Uplands Conference Centre, High Wycombe

Report produced by:
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Objectives for the day:

- To raise awareness of the importance of customer service;
- To seek opportunities for working across organisational boundaries, saving costs and improving the resident's experience;
- To provide an opportunity for networking;
- To generate suggestions for improvement to service delivery in the locality;
- To take forward realistic and achievable actions to tackle some of the issues raised.

Delegates' additional objectives for the day:

- Streamlined Community engagement
- Making sure all community groups are engaged

Customer Intelligence – What do we already know about our customer base?

Delegates brought along knowledge they have about the issues for their customers/residents in the Local Community Area. This information helped to build a picture of the area, getting a handle on what our customers wants and needs are and their views of service(s) provided. On the day, this key information was recorded onto post-it notes and collated into the themes detailed on the following pages.

Transport / Highways

POSITIVE	NEGATIVE
Concessionary travel for older people	Public transport – rural areas
Good transport links for rail and road	Lack of provision for cyclists in West Wycombe, Naphill Bradenham area. Creating traffic congestion.
Launch of a Local Area Technician (GC2C)	Lack of pedestrian crossings on main road Naphill/Walters Ash
Extra funding – 3.25million for road maintenance	Naphill Primary School, main road car parking at start and cease school times
Aware of increased level of customer satisfaction in last 12 months	Widmer End – volume of traffic in North Road, Brimmers Hill & Windmill Lane, then when traffic is low, speeding is a problem
NAG toolkit for speeding being produced	Still too many potholes – repairs do not last? (particularly Coombe Lane, Naphill – on the hill)
Good transport links through main settlement: A4010 Line 300 Train	Managing customer expectations with regards to funding – extra funding still does not mean BCC can do everything everywhere
Good bus service through Naphill – 20 min frequency, running on time.	Lack of information leads to the misunderstanding and negativity (although communication is improving ie potholes/funding)
(Speeding) Town Council / NAG SIDs	Loss of bus service from Pr. Risborough to Thame impacted on children attending school in Thame (out of county)
Excellent Local Area Technician	Flooding – rural areas Haw Lane, Slough Lane
School Travel Plans – schools working hard in the area to promote safe and sustainable travel. Good relationships between the County Council schools.	Too reliant on buses. What about considering demand responsive transport?
Formation of clean up team – WDC	Accessibility of Dial-a-Ride services
NAG action group	Selective education – children are being taken out/brought in from other areas – this then causes problems in the evenings.
RACA community bus project	Public transport- buses are not taking the right routes/stops. No consultation with residents as to where they want to go, so service is not suitable (eg Bledlow Rider)
BCC becoming more involved with local highways problems – Widmer End & Great Kingshill	Excessive speeding generally across the area (mentioned many times)
	Public transport needs to serve those without access to a car in

	many rural villages
	BCC are not interested in considering re-opening rail link between h/w and Bourne End
	Parking on Princes Risborough high street is bad during the day – buses can't get down road
	Potholes – bad in general
	Difficulty = lack of funding and a whole County to cover. Funds have to be split equally
	Grass cutting, rural roadside verges
	Vehicle size and speed in rural areas (eg Marsh)
	Public transport fares too high
	Parking issues in Princes Risborough town, especially in High Street.

Communication / Information / Access to Services / Customer Service

POSITIVE	NEGATIVE
Access to the Princes Risborough Local Office of WDC	Need to focus various groups like NAG/LAC into one
Strong/effective Parish Councils	County Council website difficult to navigate e.g. 6 clicks to get to bus timetables.
Library and Tourist Info centre work closely together – partnership working	Only one representative from the PR area (John Huges CAG) attends the Grassroots Representatives Group of the LSP (Wycombe One Partnership)
RAIC	More feedback on various BCC meetings involving local groups
Community alerts – Trading Standards provide email info to community groups of scams happening in their area	People not aware of inter-hospital transport links between Wycombe and Aylesbury (poorly advertised)
Excellent shared information centre within PR town, allowing easy access to district & county information on services (mentioned several times)	Residents report generally high levels (comparatively) of service satisfaction, but are less satisfied with access to services
Willingness to work together	Lack of coordination between councils (and within them!)
Online Café – www.bucksdaat.co.uk - opportunity for parents and groups to ask questions and seek support (Drug & Alcohol Action Team)	Chinnor & Princes Risborough Railway – getting the railway better known locally. There are still surprising numbers of local residents who don't know that the railway exists.
Engagement with communities	Confusion about who does what
Wealth of knowledge of what issues & positives are	Danger of over-consultation due to various layers of 'forums'
Excellent Community Action group for the Risborough area. Very active	Confusion over which groups do what – NAGs, LAGs, Forums, etc!
People show an interest in what is going on	Rural/urban issues
Very good at letting people know when there is a problem	Greater coordination needed
Trading standards – excellent working relationship with Neighbour Watch in Pr. R.	We need greatly improved communication and working together between all services working with children and their families especially with extended services and development of children's centre
	Need streamlined/co-ordinated community engagement & actions
	Better communication re progress by youth services working in Great Kingshill

Crime and Anti-Social Behaviour

POSITIVE	NEGATIVE
Online Café – www.bucksdaat.co.uk - opportunity for parents and groups to ask questions and seek support (Drug & Alcohol Action Team)	Rural areas low on priority list for services re youth or ASB
Trading standards – excellent working relationship with Neighbour Watch in Pr. R.	Trading Standards issues are everywhere – postal scams, competition scams, hidden problem. Starting to do more work
Community alerts – Trading Standards provide email info to community groups of scams happening in their area	ASB problem in Great Kingshill
NAGs	Poor support from Police with ASB problems in Great Kingshill
Following an occasion when I was attacked in the street, I would like to praise the Police for excellent support (and fast response) and maintaining contact afterwards	Chinnor & Princes Risborough Railway – crime. Vandalism of the railway's property is a problem in Chinnor and may be expected to be so when the railways starts to operate from Princes Risborough Station
Public consulted residents survey had a positive perception of crime levels being low	Fear of Crime, Perception of crime (is this a generation issue?)
Residents overall are happy, are not too concerned regarding ASB etc	
Trading Standards- covert operation of under-age sales of Alcohol to young people. In area, no sales	
Anti-social behaviour is not a major worry for the people who were asked	
Police presence a good thing – PCSOs are visible	
Have new resources to expand targeted outreach for young people with substance misuse (links to needs from PCSOs) Additional 3 FTE covering whole county therefore great ability to respond if required	
Police are working well with the community	
Trading standards – Doorstop Selling Zones helps to stop vulnerable people being victims of bogus callers etc.	
Trading standards – providing community education for groups of older people in whole area (Princes Risborough /Bryants Bottom / Bledlow Ridge)	

Housing, Environment and Green Spaces

POSITIVE	NEGATIVE
Open spaces well maintained	Widmer End – worry about the disappearance of green spaces – eg Wellesbourne campus development
Lots of good pubs/ country walks	Affordable housing – pack of houses for younger generation throughout the area is needed.
Good open green spaces	Widmer End and Four Ashes – what is the future of conservation area in Four Ashes?
Soon to have good access to WWRC with Bledlow and shortly Aston Clinton	Lack of low-cost housing – people growing up in the area can't afford to live there afterwards.
Great area for walking – lovely countryside	Affordable housing for local people (mentioned several times)
Beautiful countryside/ access to nature	Widmer End – pollution from traffic in a rural area.
Access to walks, nature, eg Bledlow	

Health

POSITIVE	NEGATIVE
Health link well with other organisations/agencies in identifying and addressing inequalities	People not aware of inter-hospital transport links between Wycombe and Aylesbury (poorly advertised)
Improved staffing levels in Health visiting and school nursing offers potential to improve health outcomes for our children and their families.	Some not happy with changes to A & E services at Wycombe
Able to access Wycombe or Stoke Mandeville hospitals.	Access to major Hospitals, High Wycombe in particular
Generally good health status in the area	Clients (families with young children) would like a 'one stop shop' to access health services, support and activities, ie children's centre.
Good GP services in the Princes Risborough area.	Issues about having to go to Wycombe hospital for treatment <ul style="list-style-type: none"> – parking is expensive – journey time
	Poor access to dentist
	Complications in making GP appointments
	How to get to High Wycombe Hospital and parking for duration. Bus is free, parking isn't.

Education and Libraries	
POSITIVE	NEGATIVE
Excellent schools	Widmer End – availability of schools
Good library	Geographical access to substance misuse services are low.
Library is a friendly and safe place.	
Library staff are very friendly and helpful	
Good library in Princes Risborough Town	
Library is accessible to all community groups.	

Growth	
POSITIVE	NEGATIVE
WDC development briefs	Stagnant economy
Community shop in Hughenden	Princes Risborough High Street is rapidly dying – high business rates, lack of free parking, Wendover & Thame near and both have free parking for shoppers.
RACA & Pathfinder ?	Creeping increased density in a rural settlement – backland development (Naphill & Walters Ash)

Older People	
POSITIVE	NEGATIVE
Very caring community, people look after each other, eg Good neighbour scheme.	A lot of older people in Pris – more then national average. Huge problem in recruiting carers to look after them.
Trading standards – Doorstop Selling Zones helps to stop vulnerable people being victims of bogus callers etc.	Widmer End – older people not having facilities to cross the roads – eg Brimmers Hill, North Road
Trading standards – providing community education for groups of older people in whole area (Princes Risborough /Bryants Bottom / Bledlow Ridge)	Feelings of isolation

Youth and Children

POSITIVE	NEGATIVE
Extended club sessions in summer	We need greatly improved communication and working together between all services working with children and their families especially with extended services and development of children's centre
Team youth activities in summer holidays	Better communication re progress by youth services working in Great Kingshill
3 nights of youth work per week	Lack of youth facilities within Hughenden Parish
I-van project going to provide video workshops with the 'Ark' – Jeff Blease – 'videos to promote work'	Concerns regarding young people from other areas coming into PR at the weekend and causing problems. More concern about young people grouping together at railway station.
Encouraging statistics for needs for teenagers in Risborough	Youth facilities – still need more – there are a large number of young people still 'hanging around'.
Youth – RAYM have a strategy.	Not enough things to do for youths in the area, especially Friday and Saturday nights.
Joined up work with local youth organisations including the 'Ark' project and BCC	Lack of youth facilities.
	Limited youth services county wide – especially in rural areas.
	Regular problems occurring in Princes Risborough on Friday evenings. Alcohol easily available causing additional problems.
	Difficulty around advertising events for young people – young people do not read leaflets etc.
	There seems to be an issues with young people from other towns being dropped off in PR in evenings (eg Friday and Saturday), who stay and 'hang around' after the youth groups close at 9pm.
	Issue of relativity – although youth facilities in Princes Risborough are 'good' compared to the rest of the county, they are still not enough – the youth facilities in the rest of the county may be extremely poor.

Action Plans:

During the Action Planning session, 5 groups were originally created – 1) North Wycombe Traffic; 2) Health; 3) Community Transport/Speciality transport; 4) Youth Activities; and 5) Reporting Anti-Social Behaviour. However, after some discussion amongst delegates, it was seen as more beneficial for the Health and Transport groups and the Youth and ASB groups to merge, as there was considerable overlap between the areas they covered.

1. I or we will do:	Lead person	By when
Topic: North Wycombe Traffic		
Delegates in group: David Jarman, Colin Price, John MacMillan, Trevor Dean, Si Khan, Rebecca Dengler, Bob Ellisdon		
Aiming to alleviate traffic issues (volume and speed) in Widmer End without having a displacement effect on the rest of the area.		
Work with Widmer End School to develop a bid for a Zebra Crossing on Brimmers Hill. Continue to work with Widmer End/ Great Kingshill School to reduce single occupancy car use on the school run (therefore minimising traffic volume)	Rebecca Dengler	August 2008 & ongoing
To promote and encourage walking (and therefore reduce car use): (Subject to funding) Assess footways in the area (eg North Road) and improve these as a rolling programme.	Colin Price	Start of the 08/09 financial year (July) and ongoing
When Widmer End Transport Workshop takes place, Hughenden and Hazlemere should also be included to resolve displacement issues. (Widmer End Residents Association to contact BCC when they are ready to hold the transport meeting / workshop)	Trevor Dean	August 2008
To encourage joint working, coordination and dissemination of information: Risborough Local Area Partnership meeting taking place in September – all local groups to be invited to send a representative	Ian Reed	August 2008
Pursue demand-responsive transport in the area to help improve accessibility and reduce car use.	David Jarman	ASAP (ongoing)

2. I or we will do:	Lead person	By when
Topic: Health & Community/Speciality Transport Delegates in group: Malcolm Godwin, Deborah Taylor, Jenny Hill, Barrie Priestly, Andrew Long, Hassan Malik, Kevin Wise, Christine Johnson, Micheline Katz, Dave Roberts		
Investigate Access to Services issues in the area and investigate projects where required	Malcolm Godwin	Ongoing
To email Bucks Hospital Trust about: - Publicising the Hospital Bus via the 2 hospitals - Putting info on appointment cards about transport to hospitals, access etc.	Deborah Taylor	Send email by June 08

3. I or we will do:	Lead person	By when
Topic: Youth Activities and Reporting ASB Delegates in group: Jackie Eldridge, Stephanie Hill, John Rogers, Peggy Ewart, David Rollins, John Hughes, Sonia Pope, PCSO Natalie Powell, Jette Peddie, Jacqui Tully		
Reporting of Crime –publicise the when/ where/ how to do this. Assess whether this is a perception of crime, or real crime/ASB (with Town Council)	Jette Peddie	
Seats in Bus shelter	John Rogers/ Peggy Ewart (Hughenden PC)	
Signpost existing intergenerational projects, and look into the possibility/requirement of new projects	Dave Rollins (AVYFC)	Ongoing – End 2009

Evaluation and feedback:

How would you rate the effectiveness of the workshop on a scale of 1- 6 where 1 is low and 6 is high?		
Rating	Number of votes	Percentage
1		0%
2		0%
3	4	20%
4	6	30%
5	9	45%
6	1	5%

Average: 4.35

Which parts of the workshop were MOST useful and why?	
1	Receiving different perspectives and other issues
2	Networking / meeting other people (5)
3	Meeting people and find out who does what.
4	Hearing people's concerns / views
5	Group work
6	Group workshops – hearing both +ive and –ive feedback about the Princes Risborough area
7	Awareness of issues local to the area
8	Learning about other people's roles and involvement
9	Engaging with local community groups that I was not previously aware existed.
10	Intelligence workshop
11	Break out sessions and 'So What?'
12	Hopefully making a difference!

13	Action planning and 'So What?' session, because real actions will result.
14	Identify positive and negative issues
15	Discussing specific topic chosen by group and follow-up actions.
16	All parts were useful in a different way
17	Everyone participated
18	All

Which parts of the workshop were LEAST useful and why?	
1	Smaller group sessions – I was not prepared to volunteer to assist specific issues.
2	Duplication of known data/strategy/actions or ignorance thereof.
3	Amount of time taken
4	I felt there was little opportunity for me to contribute from my own point of view as the limited health representation already had a strong agenda.
5	Survey results
6	Too long in the group work in the morning – I think this was due to small number of people.

What would you change and how?	
1	Would like to hear other groups' perspectives of the same issues
2	Coordinate activities of all statutory authorities
3	Not waste time – it could have finished earlier
4	Talk more about Pathfinder and what the authorities are trying to achieve
5	There should be more health and social care representatives to introduce more variety of issues.
6	Nothing – I think it all works well
7	Invite more people from outside BCC

8	Involve attendees (representatives) from every area to attend.
9	Format worked well, I think no changes are needed.
10	More use of Avs to get information across.

State 3 things you will personally do as a result of this workshop.	
1	Be involved with Priory centre, HW
2	Education for leaders looking after other people
3	Arranging talk for older people.
4	Help the community
5	Keep banging on about need for coordination within and across authorities
6	Continue work being done by RACA to fill gaps in statutory authorities capacity
7	Seek greater communication of what/who is being done/doing
8	Continue to work with schools in the area to develop their School Travel Plans and reduce single occupancy car use on the school run
9	Communication between other partners and works
10	Feedback to Community Safety Team
11	Work with 'So What?' group
12	Continued support of GC2C
13	Share outcomes and group remit with my team.
14	Tell community groups about bus service between hospitals
15	Read through paperwork.
16	Follow up on actions
17	Strengthen ties between various groups and forums
18	Report back to office























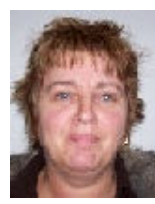

19	Look at any problems mentioned
20	Be more observant about issues raised, help where possible and come to next meeting.
21	Aim to support the group working on health & community transport in any way I can
22	Work with Princes Risborough library to promote voluntary action in the area
23	Make contact with Jackie Eldridge to arrange an info session for Wycombe District on crime.
24	Follow-up on traffic issues around north Wycombe and attend Strategic Partnership Meeting in Sept 08
25	Take outcomes back to Age Concern Bucks colleagues
26	Follow up traffic situation to North of High Wycombe

Any other comments:	
1	As this was my first workshop, and I didn't receive information about the workshop, so didn't know what to expect. If invited again I will be better prepared next time.
2	Useful to meet people
3	Overall, a very worthwhile meeting
4	Not living in the Princes Risborough area, and representing a group (Chinnor & Princes Risborough Railway Association) that, despite its name, does not yet operate out of PRis, I felt somewhat of an outsider with little local input to give. Nevertheless, I found the gathering interesting and feel that the Railway will have more to contribute when the day comes that it runs trains from PRis Station.

Delegate names and contact details:

NAME	ORGANISATION	SERVICE AREA/ROLE	EMAIL	TELEPHONE
Freda Ackroyd	Buckinghamshire County Council	Getting Closer to Communities Local Area Co-ordinator	fackroyd@buckscc.gov.uk	
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Carole Burslem	Buckinghamshire County Council	Getting Closer to Communities Local Area Co-ordinator	cburslem@buckscc.gov.uk	
Trevor Dean	Widmer End Residents Association	Chairman	trevor-dean@supanet.com	01494 716667
Rebecca Dengler	Buckinghamshire County Council	Travel Plan Co-ordinator	rdengler@buckscc.gov.uk	
Eldridge, Jackie	Buckinghamshire County Council	Education and Information Officer, Trading Standards	jeldridge@buckscc.gov.uk	01296 383357
Bob Ellisdon	Chinnor & Princes Risborough Railway Association	Bob Ellison, Treasurer, 16 The Gables, Haddenham, HP17 8AD	bobellisdon@cprra.fsnet.co.uk	01844 292063
Peggy Ewart	Hughenden Parish Council	Vice Chairman	Pegewart1066@aol.com	
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Malcolm Godwin	Buckinghamshire County Council	Rural Town Co-ordinator, Economic Development & Enterprise	mgodwin@buckscc.gov.uk	01296 382489
Jenny Hill	Risborough Carers		jenny.hill@risboroughcarers.org.uk	
Stephanie Hill	Risborough Carers		stephanie.hill@risboroughcarers.org.uk	07871 326356
Madeleine Howe	Buckinghamshire County Council	Senior Area Co-ordinator	mphowe@buckscc.gov.uk	
John Hughes	Risborough Area Community Action (RACA)		igh@iqhughes1.f9.co.uk	
David Jarman	Hughenden Parish Council	Parish Councillor	david.jarman@virgin.net	01494 712441
Christine Johnson	NHS PCT	Health Visitors / School Nurses	Christine.johnson3@nhs.net	01844 212353
Micheline Katz	Buckinghamshire County Council	Community & Learning Team	mkatz@buckscc.gov.uk	01494 475576
Si Khan	Buckinghamshire County Council	Local Area Co-ordinator, Transportation	srkhan@buckscc.gov.uk	01494 475320
Andrew Long	The Priory Centre	General Manager	thepriorycentre@googlemail.com	01494 523440
Jackie Louch	Buckinghamshire County Council	GC2C and Marketing Officer	jlouch@buckscc.gov.uk	
Hassan Malik	Wycombe District Council	Drugs Prevention Club	Hassan_malik@wycombe.gov.uk	01494 421860
John McMillan	Wycombe District Council	Head of Human Resources and Corporate Admin	john_mcmillan@wycombe.gov.uk	

Steve Orchard	Buckinghamshire County Council	GC2C Programme Manager	sorchard@buckscc.gov.uk	
Jette Peddie	Business Watch / Pub Watch		businesswatch@btopenworld.com	
Sonia Pope	Wycombe District Council	DAAT	sonia_pope@wycombe.gov.uk	07776 454421/ 01494 421859
PCSO Natalie Powell	Thames Valley Police	PCSO	Natalie.powell@thamesvalley.pnn.police.uk	0845 8 505 505
Colin Price	Buckinghamshire County Council	Location Area Technician	coprice@buckscc.gov.uk	01494 475317
Barrie Priestley	Bucks Age Concern	Vice Chairman	ageconcern@ageconcernbucks.org.uk	01844 346456
Ian Reed	Buckinghamshire County Council	GC2C Senior Area Co-ordinator	ireed@buckscc.gov.uk	
David Roberts	Buckinghamshire County Council	Public Transport Development	droberts@buckscc.gov.uk	01296 373047
John Rogers	Hughenden Parish Council	Parish Chairman	hughendenpc@btconnect.com	01494 715296
Dave Rollins	Aylesbury Youth for Christ		info@avyfc.org.uk	01296 429838
Deborah Taylor	Bucks PCT	Partnership Development Manager	deborah.taylor@buckspct.nhs.uk	01494 552244
Jacqui Tully	Buckinghamshire County Council	Community - Youth & Community	jtully@buckscc.gov.uk	01494 452226
Kevin Wise	Royal Air Force, High Wycombe	Warrant Officer		01494 494471
Susie Yapp	Safer Bucks Partnership Manager		syapp@buckscc.gov.uk	01296 382773

							
Natalie Powell PCSO Thames Valley Police	David Rollins Aylesbury Vale Youth for Christ	Trevor Dean Widmer End Residents Association	John McMillan Head of HR and Corporate Admin WDC	Chris Garcia Lead Area Officer BCC	Micheline Katz Community & Learning Team BCC	Cllr David Jarman Hughenden Parish Council	Barrie Priestley Age Concern Bucks
							
John Hughes Risborough Area Community Action	Deborah Taylor Primary Care Trust	Christine Johnson Health Visitors/ School Nurses	Colin Price Local Area Technician, BCC	Sonia Pope Drugs Team WDC	David Roberts Public Transport Development, BCC	Bob Ellisdon Chinnor & Princes Risborough Railway Association	Kevin Wise Warrant Officer, RAF High Wycombe
							
Jette Peddie Business Watch / Pub Watch	Rebecca Dengler Travel Plan Coordinator, BCC	Hassan Malik Drugs Prevention Club, WDC	Andrew Long Manager, The Priory Centre	Malcolm Godwin Rural Towns Coordinator, BCC	Jackie Eldridge Trading Standards, BCC	Jacqui Tully Youth & Community, BCC	Si Khan Transportation, BCC