

CUDDINGTON, DELAMERE PARK & SANDIWAY VILLAGE PLAN

Facilities and Community Working Group

Final Implementation Report, September 2017

Actions as listed in the original Village Plan:

Action ref: 3.1.1. Communications. Raise awareness of existing services, activities and facilities. Actions originally recommended; Investigate reasons for an apparent lack of awareness, or access to, existing facilities and develop appropriate communication channels.

Actions taken:

1. Research undertaken to document all the:
 - a. Clubs and other (social and sporting) activities in the village
 - b. Businesses (with a physical infrastructural presence) in the village
 - c. Local Services available to households in the village.These lists had previously (in 2011) been made available in paper form to all villagers. They have now been digitised and form the basis of the “Directories” and “Calendars” sections of the new Village website.
2. Research to investigate how villagers found out about such activities by:
 - a. Carry out a survey of schoolchildren in local primary and secondary schools to discover optimum lines of communication, and perceptions of shortcomings in existing activities and facilities
 - b. Meetings held with various churches, voluntary organisations, Sandiway Library, Round Tower editorial, Delamere Park, Blakemere Village and Village Hall organisers. Also other village website teams and voluntary (good neighbour) groups visited to canvas for ideas of ‘good practice’ in the community.
 - c. Meetings with medical and management staff at Danebridge Medical Practice, and calls with other surgeries, to discuss dissemination of relevant information.
3. Created a new village website to publicise existing services, activities and facilities; website supports multiple platforms, such as smartphone, tablet, and/or laptop/desktop computer. The website pulls together events, news and opinion from numerous feeder sources, such as the Round Tower, Parish Council and its sub-committees, Village Hall management & website, St John’s magazine, primary school PTAs, Cheshire Police. It is hoped to extend this list to include many other local organisations – the on-going website development team will need to foster and grow the information ‘feeder’ network.
The website is typically visited by 1,400 ‘unique visitors’ each month and receives approx 3,000 visits per month, with users accessing multiple (typically 2-5) pages each visit.

Succession planning:

- The Parish Council have agreed to continue sponsorship and support for the on-going Website Development Team (WDT).
- It is recommended that the Website Development Team identify and recruit 5-6 key members, including some younger ‘blood’ to better identify with, and represent, the youth in the community.
- The Website Development Team should be tasked with regular validation and updating for all the information displayed within the website; the News / Calendar sections of the website should always remain ‘fresh’ with relevant and current information.
- The Website Development Team should report, as appropriate, to the Parish Council and a member of the Parish Council should be nominated to facilitate this relationship.

Action ref; 3.1.2. Communications. Improve and modernise E-communication

Actions originally recommended; Form a volunteer group to liaise between residents, businesses and the various providers. Provide advice to users.

Actions taken:

1. Researched quality of mobile signal and broadband service across the parish; main problems are with mobile usage, especially from indoors and with certain telecom providers; followed up with local M.P. and BT Openreach;
2. Super-fast broadband is available to most of the village, with the principal exception of the new developments at Forest Edge and Eden Grange – here “Under evaluation for fibre upgrade subject to further funding” is listed;
3. Tools have been provided on the new website to enable each resident to see what reception is expected from each telecom provider and how best to improve e-comms;
4. Advice is given on the website to monitor mobile reception from your phone as well as what tools and other Apps can help with communication from your mobile.

Succession planning:

- It is recommended that the Parish Council monitor the actions necessary to complete the availability of “super-fast” broadband to all households in the Parish.
- It is recommended that the Parish Council consider the promotion of our region as an early-adopter for the newer “ultra-fast” ‘Fibre to the Premises’ (FTTP) broadband now being rolled out by Openreach, potentially utilising the services of the relevant department(s) within Cheshire West and Chester Council to action the discussion.
- Parishioners who are unhappy with their mobile phone reception should be encouraged, in the first instance, to complain to their service providers.
- It is recommended that the Parish Council consider the encouragement for sharing of mobile phone masts across all service providers during, and in some cases after, the planning phase for new masts.

Action ref; 3.2.1. Welfare Facilities. Extend doctors surgery hours

Actions originally recommended; Parish Council to submit requirement for longer surgery hours (with accompanying data) to Vale Royal Clinical Commissioning Group

Actions taken:

1. Meetings with Chair of Patient Participation Group (PPG) to assess progress on local issues, especially re: Patient Access, Surgery website, and potentially further afternoon use of surgery (eg physio service?). Main problem is national shortage of trained GPs, which is outside the control of local Medical GP Practices.
2. Additional research with ~ 70 residents on their satisfaction rating re surgery opening hours
3. A further meeting held in November 2016 with the Danebridge Practice Manager and a GP partner to discuss potential improvements to the local medical service – they confirmed that they were (at that time) short of 4.5 GPs to cover the necessary surgery hours and had needed to close their service to new patients. They are struggling to maintain the current schedule of opening hours (5 mornings per week) at Sandiway surgery and admit that ‘all options are under consideration’.
September 2017 update: Danebridge has recruited a number of new GPs although it is still not up to full strength – recruitment problems remain and Danebridge is operating 11 sessions per week short of the ideal level (previously 28 sessions short) - current opening hours for the Sandiway surgery are the best which we can hope for.
4. A member of the Village Plan team has joined the Danebridge PPG (Patient Participation Group) in order to forge a stronger link between the local community and the GP practice. Regular updates from the PPG will be posted on the village website.
5. Investigations carried out to research transport availability to GP surgeries –they will be fully documented and advertised on the village website.

Succession planning:

- It is recommended that the Parish Council continue to maintain contact with the Danebridge PPG through a parishioner attendee willing to report back with any issues / problems affecting the service provided by the Sandiway surgery.

Action ref; 3.2.2. Welfare Facilities. Develop the provision of voluntary services and advice about benefits in the village

Actions originally recommended; Parish Council to bring together existing service providers and set up a volunteer group to develop range of requested services and approach Social Care, Age UK and Citizens Advice Bureau to investigate the feasibility of drop-in sessions, information distribution etc.

Actions taken:

1. Meetings with church and other groups, both local and in other villages, to discuss what 'good neighbour' schemes should provide and how they should be organised; in particular detailed meetings with Ash-worth Time Bank and St Luke's Befriending Service, primarily servicing Ashton Heyes & Mouldsworth, produced a comprehensive written report on their service;
2. A list of other groups involved in other Good Neighbour-type schemes include Age UK, Social Services, Cheshire Carer Support, Citizens Advice, Brightlife, British Legion, Library, Village Hall, all the Churches & Red Cross;
3. A meeting was held for many of the organisations who provide care for needy individuals and/or support for their carers.

Any successful program would require Volunteers, a (funded) Coordinator & 'heavy' promotion - costs could be high. Next actions are to complete the quantification of need in the village before recommending, to the Parish Council, the most appropriate action plan. There are many more support organisations active in the village than we thought and any future recommendation must provide incremental service.

Status of action: Two further meetings scheduled to discuss "Caring Neighbours" (befriending) schemes. Expect to complete all actions by end October and pass detailed recommendations back to Parish Council.

Succession planning:

- Subject to successful meetings of interested parties, it is hoped that a "Caring Neighbours Coordinating Committee" can be formed to bring together all the organisations providing support in the community and to help facilitate an improved service to needy parishioners.
- It is recommended that, once a suitable support infrastructure is in place, the Parish Council consider sponsoring and supporting the initiative.

Action ref; 3.4. Leisure Facilities. Improve and increase range of activities and community events.

Actions originally recommended; Form Working Group to progress activities in line with the survey results for the various age groups identified including; Facilities for more sports; Youth club; Skate/BMX facility; Opportunities for elderly people to socialise; The need for a meeting place; Keep fit/dance etc.; Special events

Actions taken:

1. Our survey of schoolchildren has suggested that those children of the village who responded to the survey are not unhappy with the range of activities and facilities available today. One conclusion was that the existing broad range of clubs and activities for children were sufficient because youngsters did not identify any clubs or activities that they wished to do that were not provided, and they also indicated that the main reason for not participating in clubs or activities was because they were too busy already. Whilst children were not specifically asked about a Skate/BMX facility from our survey, we did not find significant demand for such a facility. Subsequent to our survey the 69ers Youth Club recently closed due to under-utilisation. Importantly, the most effective forms of communication for local community information to reach children was either from parents or through the schools.
2. The team validated a list of activities and special events which adults, especially elderly people, could attend; there are a plethora of opportunities for socialising, such as coffee mornings, weekly Ark Café openings, dance and craft activities, and many other keep-fit activities, all of which are listed in the Directory (of Activities/Clubs) & Calendar on the village website.

Succession planning:

Most activities have now been identified and are advertised through the website – a continuing need to revalidate and update the information posted on the website by the Website Development Team.

Action ref; 3.5.1. Safety and security. Increased policing.

Actions originally recommended; Parish Council to speak to Cheshire Police about increasing police presence in the village

Actions taken:

1. Number of discussions with local PCSO (Karen Nixon) and police communications team; problems more acute this year since Karen has been unable to travel since injuring herself at start of year – on-going discussions to try to get greater police presence
2. PCSO monthly liaison meetings at the Library were suspended during Karen's absence but Police have now agreed that they be re-instated
3. Police ALERT scheme has been heavily promoted with flyer delivered to every home and new website used to distribute police messaging.
4. Police ALERT messages are regularly re-published both in the "Newsroom" and the "Police Newsletter" sections of the village website.

Succession planning:

- It is recommended that the Parish Council consider a continuing dialogue with the Police and to try to encourage them to re-engage with the public with their visible PCSO presence in the village and the monthly liaison meetings at the Library.
- Relevant Police ALERT messages to continue to be re-broadcast on the village website.

Action ref; 3.5.2. Safety and security. Neighbourhood Watch.

Actions originally recommended; Working Group to set up a more proactive scheme within the village.

Actions taken:

1. Existing Neighbourhood Watch schemes have been identified.

Police are not promoting Neighbourhood Watch scheme but more the "Alert" program.

Neighbourhood Watch only promoted in case of 'real need' – no further promotional action required.

Future Action: Promote ALERT messaging.

Action ref; 3.1.1 YOUNG PEOPLE. Communications. Raising awareness.

Actions originally recommended; Investigate reasons for an apparent lack of awareness or access to existing facilities.

Actions taken:

1. Survey of school children was used to identify where the problems lay; in general, children are very 'savvy' as to what activities are going on in the village, but they are looking for better communications and promotion of what's happening.
2. Local activity opportunities include tennis, football, cricket, scouts/guides, martial arts, golf, theatre – all of which are heavily promoted in the "Directory" section of the website.

Primary schools have been approached to ask them to create a "Kids' Corner" which we can publish on our village website – little or no positive feedback from the schools has been received.

Succession planning:

- It is recommended that the Website Development Team identify and recruit a younger (teenage) member to better identify with, and represent, the youth in the community
- The Website Development Team should continue to document and promote all the activities and facilities available to younger residents.

Action ref; 3.1.2 YOUNG PEOPLE. Modernise Communications.

Actions originally recommended; Explore the current range of e-communications and investigate the feasibility of linking village organisations through village website, Facebook pages and Twitter accounts and similar

Actions taken:

1. New village website highlights all the activities organised for children, in both the “Directory” of activities as well as in the “Calendar” of events.

Action ref; 3.4. YOUNG PEOPLE. Outdoor Facilities. Development of a BMX/Skateboard Facility

Actions originally recommended; Investigate the feasibility of developing a BMX and Skateboard project in the village.

Actions taken:

1. A survey of school children was carried out to investigate such facilities. There was insufficient evidence of support for BMX/ Skateboard facility. Also there are no committed volunteers to see a project of this size, cost and complexity through.

Future Action: None

Action ref; 3.4. YOUNG PEOPLE. Indoor Facilities. Development of keep fit, dance etc..

Actions originally recommended; Investigate the feasibility of setting up Keep Fit/Dance sessions for young people in the village.

Actions taken:

1. Research undertaken, from the survey, as to what sessions are being requested by the young people; at present, these are being matched by what is available, either by the sports clubs or by Village Hall courses.

Future action: Ensure that the new website continues to raise awareness of all such activities.

Action ref; 5.1. YOUNG PEOPLE. Playground Facilities. Improvements to playgrounds.

Actions originally recommended; Investigate the feasibility of revamping and upgrading playgrounds in line with requests made by Primary School pupils.

Actions taken:

1. On-going discussions with the Playing Field Association; a project to improve facilities/ equipment at Norley Road Play Area utilising S106 development funding is ongoing. Groundwork have been brought in to project manage which, with 1 for 1 match funding, could be up to £120k in total. The PFA trustees and the Parish Council are involved.

Note that:

- A. The Parish Council maintain the play area at Boundary Lane and Weaverham Road.
- B. Cheshire West and Chester Council maintain the Multi-Use Games Area (MUGA) in Blake Lane, Cuddington.
- C. Additional play areas in Delamere Park, Blakemere and, more recently, Forest Edge are independently maintained by local management groups.

Status of action:

Actions in hand from the Playing Fields Association. No further action recommended here.