



## 4. Public Services

### THE ISSUES

#### Health

- ✓ Dental Health – numbers of people not registered with a dentist
- ✓ Dental Health – NHS service
- ✓ Transport to, and parking at Derriford Hospital
- ✓ Appointment system at the Health Centre
- ✓ Parking at the Health Centre
- ✓ Health Centre capacity for further population increase

#### ISSUE Dental Health

4.01. Dental health and the lack of Dentists and especially National Health Dentists is a national topic which frequently features in the newspapers. Our survey revealed that whilst six hundred and twenty-three households were registered with private practices a total of three hundred and ninety-three households were not registered with any dentist. This has serious implications for the future. It means that many people are not receiving any preventative treatment and this could well have cost implications for the National Health Service.

*"Urgent action should be taken in the respect of the lack of NHS dentist."*

*"I've been waiting to be registered in Liskeard for 2 years now."*

#### ISSUE Transport to Derriford



4.02. The difficulty of getting to Derriford Hospital in Plymouth is clearly an issue for those without their own vehicles. Although only just over 13 miles away there is no direct bus route. It can take several hours to get there and care has to be taken to catch connections or people can be left stranded as there are very few if any evening buses to complete the route. For those with cars the difficulty and the cost of parking at the Hospital is an issue.

*"Appointment booking system is unsatisfactory for people in full time employment and school children."*

*"Appointment scheme is inflexible. Needs to account for the working population."*

*"It is very annoying not being able to book an appointment at the Health Centre."*

*"The appointment system at the health centre needs rethinking, greater flexibility needed."*

## ISSUE Appointment System

4.03. Although there was not a specific question about this in the survey the appointment system at the Health Centre evoked many comments similar to those above. Under the current system you can only book an appointment for the day on which you contact the Health Centre. You cannot book an appointment in advance at a time to suit you and your commitments. This clearly creates problems for those working and is a deterrent to preventive medicine. The Health Centre is well aware of the problems and recently some degree of flexibility has been introduced.

## ISSUE Health Centre Capacity & Parking

4.04. Residents were full of praise for Doctors and staff at the Health Centre, but many of them expressed concerns with the fact that the Centre is already overstretched and could not possibly cope with any further expansion of the population. Callington is the largest Health Centre in Cornwall and one of the largest on the country. They currently have over

*"Health centre does a wonderful job but needs more doctors to cope with all the new residents of the area."*

*"Healthcare over stretched due to rise in demand and no rise in staff. They are over worked!"*

*"How will the health centre cope with the influx of people, it is overstretched already."*

*"Callington Health Centre hasn't enough parking spaces for the growing demand of people using the service."*

*"Good health centre but better parking facilities are needed."*

16,000 patients and 45 members of staff. Space is urgently needed to expand and to increase the car parking capacity. Although the centre is within walking range of most of Callington's residents with 16,000 patients on its lists it is clear that it serves a large area of the hinterland, and these people can only access the centre by car.

*Parking from the Health Centre regularly spills out into Hays Road.*



## THE VISION

- ✓ A good dental service
- ✓ Ease of transport to Derriford Hospital
- ✓ An expanded Health Centre with capacity for a larger population and adequate parking space.

## THE SOLUTIONS

### SOLUTIONS Dental Health

4.05. An NHS dentist has recently been established in Liskeard. Often in order to meet the need dentists have had to be recruited from overseas. An expanded Health Centre could accommodate a dentist's surgery but the problem of finding a dentist still remains. The owner of a private dental surgery in Callington recently spent many months trying to sell his practice as a going concern, but was unable to find a dentist to take it over.

4.06. The whole problem of dental health is a national issue that can only be tackled at central government level. The only possibility would be to push for a NHS dentist's surgery in an expanded Health Centre, but the practicality and viability of this would have to rest with the Health Centre management, who would be faced with the problem of finding a qualified dentist.

## SOLUTIONS Transport to Derriford

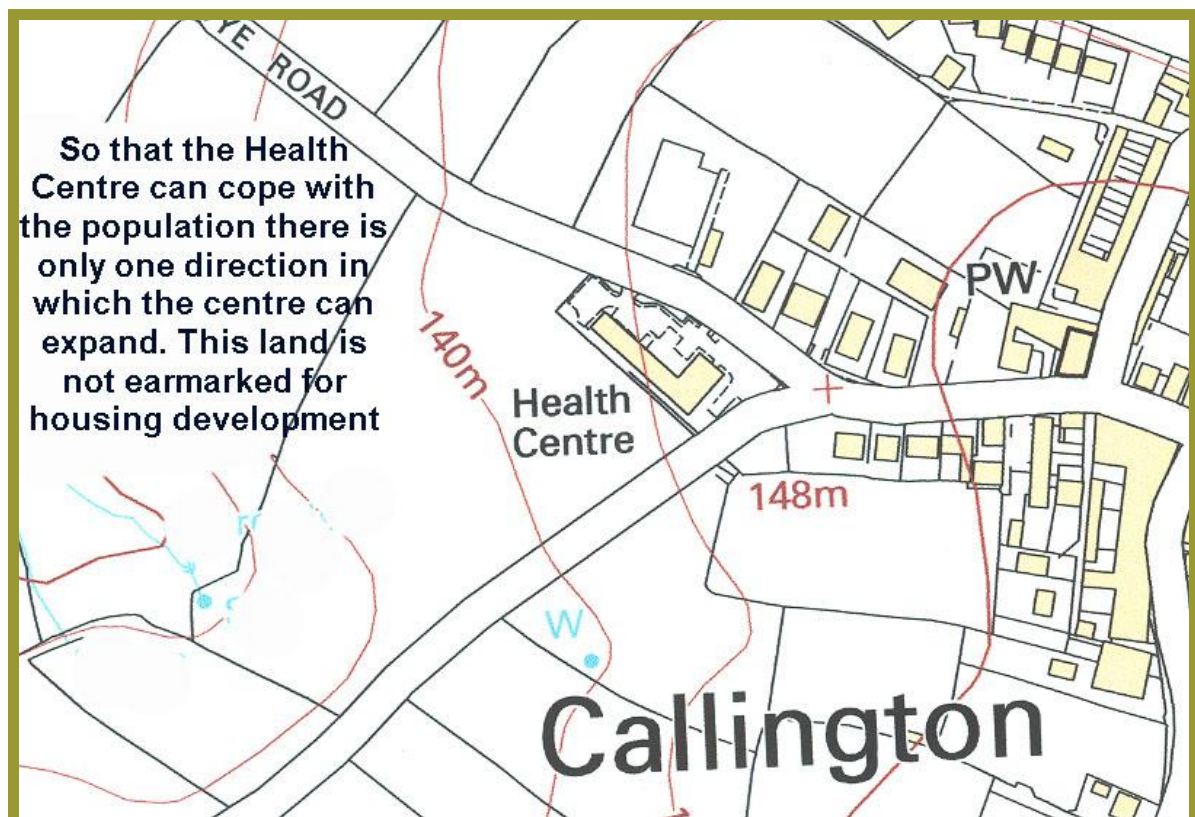
4.07. Realistically there is never likely to be a direct bus route through to Derriford Hospital from Callington due to the very low demand. At any one time, or any one day, there may not be more than one or two people trying to get to the hospital. The solution lies in looking at other forms of transportation



4.08. Transport Access Patients [TAP] is a scheme where you can be driven by volunteers to hospitals or other locations. A sum is payable for expenses and for the Callington to Derriford run with a two hour wait the return trip costs about £11.00, however added to this is the cost of crossing the bridge and parking. Now if this cost could be shared by two or even three people the costs become far more reasonable. Is there scope for someone to try to co-ordinate journeys? All that is needed is a volunteer to run the scheme.

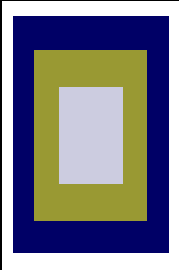
## SOLUTIONS Health Centre

4.09. The Health Centre needs to expand. Ideally due to the poor access,



relocation is the answer but this is not considered practical at present, so expansion must take place on the present site. There is clearly only one direction in which it can expand and it can be considered fortunate in that it is surrounded by green field, although these currently are in private ownership. Although any expansion is outside the current development limit of the town, exceptions can be made in the instance of community need.

4.10. It is up to this Plan to make it quite clear that everyone in Callington feels that is a matter of great urgency that the Health Centre is expanded before any more housing is developed. This to include the provision of a NHS dentist .



**POLICY STATEMENT**

THIS TOWN FEELS THAT THE EXPANSION OF THE HEALTH CENTRE IS OF THE HIGHEST PRIORITY

**ACHIEVING THE VISION**

PARTNERS	FUNDING	TIME SCALE
The landowner and the Health Centre to work together over acquisition of land. The Town Council, Health Centre & District Council to work together to solve the planning issues. Health Centre & Primary Care Trusts, Caradon Community Strategy, etc.	Funding would primarily be through the Health Centre and the Primary Care Trusts	Subject to agreement with landowner within a scale of two to three years.

## THE ISSUES

### LAW & ORDER

- ✓ Crimes that Cause Concern – especially drugs, drunkenness & anti-social behaviour
- ✓ Public's perception of 'poor' service
- ✓ Areas considered 'Unsafe' in Town Centre
- ✓ Police presence and CCTV
- ✓ Police/Public consultation
- ✓ Street Wardens
- ✓ A Neighbourhood Watch Scheme

#### ISSUE Crimes that Cause Concern



4.11. Although nearly half of respondents said they were not concerned about crime in Callington, the remainder cited fear of drug related crimes, drunkenness and general anti-social behaviour as a cause for concern. There was also a lesser degree of concern about car crime, theft and burglary, vandalism and muggings.

*"Drunk behaviour needs to be controlled in the evenings."*

*"Drug problems in the town needs to be dealt with."*

#### ISSUE Perception of Poor Service

4.12. Six hundred and thirty seven people thought the service provided by the police was 'poor'. There were many comments about the police never being seen and the police station not being open at convenient times. The centralised telephone system was also unpopular.

#### ISSUE Unsafe Areas

4.13. Four hundred and forty-eight people said there were areas in which they felt unsafe. When asked to name these areas, the town centre was frequently mentioned, this included St Mary's Close and the area outside 'Spar' where some residents obviously felt intimidated by the youths that gather there. A lot of people felt unsafe in any area after dark.

## ISSUE Police Presence & Wardens

4.13. There were many comments about police men never being seen and there were calls for more police on the beat and more street wardens, although it often was not clear what people meant by 'street wardens'.

*Not enough police presence in town.*

*Police on the beat in the evenings would increase people's sense of security when out at night*

*Would be nice to see a regular police presence. You rarely see a policeman in Callington*

*Would like to know the police are around at night.*

## ISSUE Closed Circuit Television

4.14. Closed Circuit Tele Vision or CCTV and a greater police presence were the two remedies to crime and disorder problems that were most favoured by the community. This was closely followed by young people's activities which will be examined in the section on 'Youth'. However opinions expressed on this did vary:-

*"CCTV to cut down noise and anti-social behaviour at night."*

*"CCTV cameras would only shift problems elsewhere."*

## ISSUE Neighbourhood Watch

4.15. Four hundred and thirty five people thought that a Neighbourhood Watch scheme would be a positive move towards improving the security of the town. A Neighbourhood Watch scheme already exists in Callington, so perhaps the fact that so many people said that one was needed indicates that the scheme needs revitalising.

## ISSUE Police Response

4.16. Comments were made on the police response time,

*Police response to crime too slow to catch the culprits.*

*Response time from the local police need improving.*

But with many of the comments it was not clear whether this was to an emergency or was in relation to the reporting of a non-urgent incident. Many people expressed dissatisfaction with the national call centre and seemed to consider it a government initiative for keeping crime figures low.

## THE VISION

- ✓ Reduced fear of crime and a better understanding of the constraints the police work under
- ✓ A town centre in which all people feel safe at all times
- ✓ An increased police presence with good police/public liaison
- ✓ A reinvigorated Neighbourhood Watch scheme
- ✓ Increased knowledge of the best ways to contact the police and the police station.

## THE SOLUTIONS

### SOLUTIONS Crimes that Cause Concern

4.17. The fear of crime is often greater than one would expect from the statistical evidence. Of all the towns in the Caradon District, Callington has the lowest crime rate, although this is in proportion with its size. Violent crimes are a very small percentage and are limited to a young age range and usually involve young males only.

4.18. When crime statistics for Callington are talked about this refers to the whole area covered by Callington Police Station and not just the town of Callington. The police station covers an area from the River Lynher at Newbridge to the River Tamar and all of the parish of Calstock which covers Gunnislake, Harrowbarrow, Metherell, etc. The parishes of Stoke Climsland and South Hill are also included.

REPORTED CRIME 1st April 2004—31st March 2005

<i>Station &amp; Surrounding Area</i>	<i>Reported Crimes</i>
Callington	709
Liskeard	1739
Looe	767
Saltash	1421
Torpoint	900

4.19. It will be seen that the reported crime figures for Callington are only slightly less than those for Looe, a town of virtually the same population. However whilst Callington only ever has one police constable on duty at any one time, Looe have two. If staff are away on leave, sickness or training cover for Callington has to come from other stations. This is clearly unsatisfactory.

*Despite all the extra money the government says is being put into policing, the service in Callington has degenerated. Why should we tolerate a lesser service than our neighbouring town of Looe has?"*

*Cllr Jeremy Gist, Mayor & Portreeve 2004/2005*

## POLICY STATEMENT

This town acknowledges the excellent job the local police are doing, however they are not being supported from above.

**THIS TOWN DEMANDS THAT THE POLICING RESOURCES FOR CALLINGTON ARE INCREASED.**

## SOLUTIONS Perception of Poor Service

4.20. The perception of a poor service seems to be linked to fact that most people never see a police man and to the difficulty some people have in finding the police station open. The first problem is dealt with in the next section. The manning of the police station is also a resources problem as stated above.

4.21. The police station is open Monday to Friday 0900-1700hrs with a one hour lunch break at 1300-1400hrs. There is not the funding available form central government to keep it open longer and if the civilian staff are off sick the station may be closed. However outside the police station is a free phone anyone can use for non-emergency situations. If you have to present papers or documentation or make a report, use this phone and if



there is an officer in the area who is available they will be called back to the station.

## SOLUTIONS Police Presence - PCSO's

4.22. The perception of poor service and the existence of 'unsafe areas' are all linked to the low visible presence of the police. Ultimately this all goes back to central government policies. The amount of paperwork that police have to do has increased enormously over the last decade or two. One arrest will mean taking the detainee to Plymouth and completing over six hours of paperwork, all this prevents the police being out in the streets.

4.23. The resources to rectify this should come from central government and Callington should be allocated its share of the funding, this is something that has not happened. Following all the expressions of concern in the Town Plan Survey the Town Council decided that they would have to do something to remedy the situation and have agreed to part finance a Police Community Support Officer [PCSO] for at least two years as a trial.

4.24. Callington now has its own PCSO Mark Stribley, who has been on duty since August 2004. His presence has already had the following advantages.

- ✓ There is regularly a police presence in the centre of town and other places in the parish.
- ✓ His presence has made the elderly, shopkeepers and others feel more secure
- ✓ He is mobile [unlike CCTV] and has no set routine or route
- ✓ He can communicate with the youth.
- ✓ He can relay a lot of useful information to police officers
- ✓ He is easy to contact
- ✓ He operates just within the parish and can be seen as 'good value' by the residents
- ✓ He does not get involved in paperwork and spends virtually all his time around the parish.
- ✓ He can call for rapid police back-up if required.
- ✓ He has improved liaison between the police and the public

*"It is so nice to see a Policeman in the town again."*

*"He actually came round to our house to give us some leaflets" [Elderly resident]*

*"He's OK—he took some drink off the older kids in the park" [10 year old]*

*"It's amazing how the parking improves when he's around"*

*"I've actually seen a policeman walking around in Kelly Bray!"*

## SOLUTIONS Unsafe Areas — Designation Areas and Dispersal Orders

4.25. As a further aid to making the town centre feel safe the Constabulary and the Town Council have been considering a Designation Area [Alcohol Ban] and Dispersal Orders.

4.26. A Dispersal Order came into force in January 2005 for 6 months. This gives the police the power to move on any groups of people who they feel are behaving in an unruly or disorderly manner. This has been successful but its long term effect will need assessing after the Order has been lifted.

4.27. A Designation Order creates an area in which it is illegal to drink alcohol in a public place. The imposition of such an order has been seriously considered and at present the Town Council are waiting to see the long term effects of the Dispersal Order. A Designation Order is far more permanent and has some higher initial cost implications in relation to the legal process. The suggested area for the Order is similar to the area for the Dispersal Order.

## SOLUTIONS Closed Circuit TeleVision CCTV

4.28. Even before the survey there was a call for the town to invest in a CCTV system, this coming mainly from the traders. A working group of traders, police and Councillors was set up to investigate the feasibility. Systems in other town have been looked at and it is realised that the cost implications are high for a system that would provide film of a good enough quality to be used as evidence in court. An on-going cost is the provision of a manned control centre. It would be possible to share this cost with other towns in Caradon but it is still a substantial amount which may not be justified for a town of this size. It has also been found by other towns in the area that crime simply moves away from the areas in which there are CCTV's. With this aspect a PCSO is more flexible, but even he cannot be in all areas at all times.

4.29. The Working group has not yet presented its findings but the most cost effective method may be for Callington to continue with a PCSO backed up by individual CCTV systems installed by shopkeepers.

## SOLUTIONS Neighbourhood Watch

4.30. A Neighbourhood Watch scheme is a way in which the community can help itself deter crime. A scheme does exist in Callington but this may need reinvigorating and renewed publicity, especially as four hundred and thirty-five persons thought this would improve security.



## SOLUTIONS Police Response Times

4.31. As has already been explained this is a staffing issue and relates to national funding and policies and the fact that Callington has not had any share of the increased resources. With only one or two policemen on duty at any one time, they may be involved with another incident or on the other side of the area when emergency calls come through.

*"I witnessed a violent attack on a young man and rang 999 It took the police over 30 minutes to get there and they came all the way from Looe! Is this the sort of service we pay our rates for?"*  
Public comment at Town Council meeting March 2005

## POLICY STATEMENT

This Town will maintain it's excellent working relationship with the Constabulary and will work together to create and maintain a safe environment for all its residents. It will take advantage of any initiatives and funding that is seen a 'good value' for the ratepayers of this parish.

**THE TOWN DEMANDS A FAIR ALLOCATION OF RESOURCES FOR CALLINGTON**

**AN EMERGENCY RESPONSE TIME OF 30 MINUTES IS TOTALLY UNSATISFACTORY**

## ACHIEVING THE VISION

SOLUTIONS	PARTNERS	FUNDING	TIME SCALE
To at all times work towards achieving low crime rates and a 'safe' environment in this parish.	The Town Council tow work closely with the Officers of Callington Police Station and with Caradon District Council, in order to be in a position to take advantage of any initiatives that are felt will be good value for the residents of the parish.	Sources of funding vary with central government initiatives, some of these are funnelled down through Caradon DC. Many avenues of funding are short lived. The Town Council to provide match funding where necessary this represents necessary solutions.	As funding is usually short-lived decisions have to be made quickly to take advantage of any available funding.

## THE ISSUES

### EDUCATION

- ✓ The need for vocational training
- ✓ The need for more/extended child care facilities
- ✓ Increased capacity to keep class sizes down

#### ISSUE Vocational Training

4.32. Three hundred and fifty five people thought that retraining for the unemployed was needed and the same number thought that vocational training was needed. However there is already a good provision by the County Council of courses in engineering, construction work, health & social care, ICT and other subjects. The town also has access to a wide range of courses available at Duchy College. It is felt that perhaps the problem is the lack of knowledge about courses available and the solution would be wider publicity.

#### ISSUE Child Care

4.33. Between one and three hundred people wanted facilities such as After School Clubs, Full day care, a nursery school, more registered childminders and a playgroup. All of these initiatives have been tried. Breakfast Clubs and After School Care ran successfully when there was



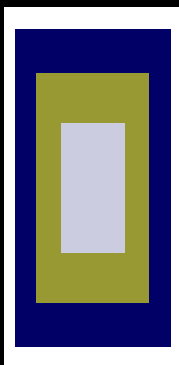
*Originally built as a secondary school in 1907, this building became the grammar school in 1944 and then the Primary School in 1965*

government funding available for this purpose, but when the funding was withdrawn, parents were unable to pay a realistic fee. Also requirements have increased and any such activity requires two fully qualified personnel to be present. Most persons who are trained do not want part-time jobs. Another difficulty was maintaining demand as many parents only needed this facility occasionally. As there is no government subsidy available for these purposes the only alternative is private enterprise.

## ISSUE Class sizes

4.32. On the whole parents were very satisfied with the standards of education in available in Callington. However some parents expressed concern about class sized and especially the ability of the Primary School to cope with a further increase in population. Since 1997 the class size has been falling, in that year the average class size was 37/38 pupils, classes are now between 18 and 31 pupils.

4.33. There is room to further expand the school on the existing site but safe access to playing fields needs to be maintained.



## POLICY STATEMENT

This town will support all initiatives to further expand the educational facilities of this parish.

Any initiatives by private enterprise to provide child care will be encouraged subject to compliance with planning regulations.