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Appendix 8

MARKET TOWNS WORKSHEETS

ADVICE ON PREPARING A 'SNAPSHOT' AND COMPLETING THE WORKSHEETS
The market town healthcheck consists of questions that cover all aspects affecting peoples' quality of life in a market town and its surrounding countryside. It starts with a factual 'snapshot' of the market town and continues with worksheets covering the main topic areas: environment, economy, social and community issues, transport and accessibility. Full information about how to establish a community partnership, which is needed to carry out a healthcheck, is given in the Healthcheck Handbook.

'Snapshot' of the town and surrounding countryside
The purpose of this exercise is to provide a 'snapshot' of the town and surrounding countryside which will help answer the questions in the worksheets. Factual information about existing services and facilities will provide a background that can be balanced with the community's aspirations (which will emerge from the worksheets). The basic information can be obtained from published sources, reports and other studies compiled by the district council and other organizations. Advice on existing data sources and ways to carry out other surveys is given in the Data Sources and Survey Methods Directory. Additional guidance is given with each worksheet about methods and sources of information.

'SNAPSHOT'
This list will help to record the basic facts about the market town and surrounding countryside.
Make a note of the sources of information and add any additional comments and facts that are important. Where change over time is asked for, define a time period such as a year, except where another timescale is specified.

SOCIAL AND COMMUNITY snapshot	Answer / summary of data
Ranking in indices of deprivation	7835 - (Total of 8414 in England) (8414 = least deprived)
Number of residents	6,550 (6,776 in 2007)
Change in population since 1991	+ 13% to 2001
Percentage of population over 60/65	20.2% (2004)
Percentage of population under 16	20.2% (2004)
Number of new homes built by tenure	
Number of households by tenure	2,704 (2001)
Percentage of single person households	26.8%
Percentage of households with elderly people living alone	15.2%
Percentage of housing stock without whole-house heating	2.8%

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Number of households on the local authority/housing authority waiting lists	**45**
Average house price	**£184,584**
Change in average house price	
Recorded crime rates	**325 in 2004/05, 488 in 2005/06 (Includes Swanmore)**
Number of police stations and when open	**1 - Monday to Friday 9.00 to 13.00**
Number of Magistrates Courts	**Nil**
Number of Crown/other courts	**Nil**
Presence of Registry Office	**Yes**
Presence of Town Hall	**No**
Presence of Citizens' Advice Bureau or Community Legal Services Partnership and when open	**Yes – Mon, Tues, Wed, Fri 10.00 to14.00, Thurs 16.00 to 19.00 (Appointments)**
Number of fire stations and whether staffed by full time staff or volunteers	**1 - Volunteers**
Number of ambulance stations	**Nil**
Number of swimming pools and when open	**1 at Junior School – 3 nights, 2 lunchtimes to the community**
Number of sports halls	**Nil**
Number of outdoor sports pitches	**3 Sites – Hoe Road, Priory Park, Albany Road**
Number of Post Offices	**1**
Number of health and fitness centres	**Nil**
Number of banks and building societies	**3 + Post Office**
Number of cash points	**2**
Number of solicitors	**2**
Number of accountants	**2**
Number of hospitals and which facilities provided e.g. A&E, maternity	**Nil – Winchester is nearest**
Number of doctor's practices/doctors and whether private or NHS	**1 – 12 Partners NHS/Private**
Number of dental practices/dentists and whether private or NHS	**2 – Private**
Number of opticians	**2**

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Number of public houses	**6**
Number of hotels	**Nil**
Number of hotel bed spaces	**Nil**
Number of bed and breakfast bed spaces	
Number and type of restaurants and cafes, including take-aways	**10**
Presence of a cinema	**No**
Presence of a theatre	**No**
Public halls/community centres	**6**
Presence of museum(s)	**1 – Voluntary**
Presence of a library	**1**
Presence of art gallery(ies)	**No**
Number of churches according to different denominations	**5**
Number of voluntary organizations and societies in the town and its surrounding countryside	**76**

Social and community
- S1 Population
- S2 Housing
- S3 Health & public safety
- S4 Local government & community organizations
- S5 Sport, leisure & open space
- S6 Culture & heritage
- S7 Community Legal Service

Each worksheet has:
- A short definition of the task and an introduction to the task.
- Preliminary or "fact-finding" questions. The questions are written into a table that has three columns headed:
    - "starting points for information": this lists some sources from which you might get information to answer each question
    - "Information you need": this is where the questions are listed: some questions have cross-references to other worksheet topics
    - "Information: a blank column where the answers to the questions can be written

- Concluding or analytical questions. The information you get by answering the preliminary questions will enable you to answer these "So what….?" questions. This section of the worksheet is where the implications of the answers to the preliminary questions get drawn out.   It can also be used to help to start to make connections between the conclusions from different worksheets. The section is a table with 3 major headings:

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- o "How well does the information show….?"   In this column will be listed the key themes that the preliminary questions provide information about. As themes from one worksheet are likely to be common to others, it will be possible to use these shared themes to draw conclusions from the whole set of worksheets.
- o "Write your answers here, based on the information you have gathered". This column is where a summary of the answers to the questions can be written in.
- o "Conclusion". This section is split into 6 sub-headings: It's a fact; Strength; Weakness; Opportunity; Threat; More info. Needed. These columns only require ticking.

This technique will make it easy to complete a SWOT analysis based on the whole set of worksheets.   It also flags up where the need to plug gaps in information can be written in to the Action Plan. Section 3 of the Healthcheck Handbook gives more information about SWOT analysis.

In summary, the process for getting answers to worksheet questions is:
1. Establish what information is available: each worksheet has suggestions about where to look
2. Work out where there are gaps in the information you need
3. Find out what are the sources that could fill the information gaps
4. Agree who will have responsibility for completing the worksheets
Set a timetable for completing the worksheets

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WORKSHEET S1: POPULATION

Task: to identify the population profile of the town and surrounding countryside

1: Introduction to the task
The basic data collected will be important for many of the other assessments required in other worksheets. Much of the data can be obtained from the Census of Population 2001 and is very easy to get from National Statistics On-line.

- http://www.statistics.gov.uk/census2001/default.asp provides information at national, regional and Local Authority level.

- Click on "Neighbourhood" or go directly to http://neighbourhood.statistics.gov.uk/default.asp to view, compare or download statistics for your local area on a wide range of subjects including population, crime, health and housing.

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2: Getting the following information will help you establish how the population of your town and surrounding countryside compares with the national picture

Starting points for information	Information you will need	Answers and notes

• Census of Population	Q 1
	Local populations:
	   a. What is the total population of both town and surrounding countryside?
	   b. What proportion of the total population lives in the town as compared to the surrounding countryside (hinterland)?
	   c. Whereabouts do they live?
		6,551
		
		Majority
		
		Dean, The Hangars, Farms, Winters Hill, Beeches Hill

• Census of Population	Q 2
	Retired population:
	   a. How many of the population are of retirement age (that is, 65/60 or over)?
	   b. What is this as a proportion of the total population?
	   c. Is this higher or lower than the regional and national averages?
		1,362 (2004)
		
		20.2%
		Lower – Winchester 24.5%, Higher – England 19.4%

• Census of Population	Q 3
	Younger population:
	   a. How many of the population are under16?
	   b. What is this as a proportion of the total population?
	   c. Is this higher or lower than the regional and national averages?
	
	(Worksheets EC1 Q6,7; EC3; EC4; T2 Q2; T3 Q18,19 also refer to children and young people)
		1,357 (2004)
		20.2%
		Higher – Winchester 17.4%, Higher – England 20.0%

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Starting points for information	Information you will need	Answers and notes

• Census of Population	Q 4
	Employed population:
	  a. How many people are employed?
	  b. How many of this population have professional and managerial jobs?
	  c. How many of these have semi-skilled manual and unskilled jobs?
	  d. What are these figures as proportions of the total number employed?
	  e. Are these figures higher or lower than the regional and national averages?
	
	(Worksheets EC1; EC4 Q3,9; EC5 Q1; EC7 Q2 also refer to employment)
		2,305
		1,213
		
		1,082
		
		  b. c.
		53%, 47%
		Lower, More
		65%. 35% Winchester
		59%, 41% England

• Census of Population	Q 6
	Household population:
	  a. How many households are there
	  b. What proportion of households are there elderly people living alone?
	  c. Is this higher or lower than the national average?
		2,704
		15.2%
		
		Lower - Winchester 15.4%
		Higher - England 14.4%

• Census of Population (Compare population levels from the 1991 and 2001 Censuses)	Q 7
	Population trend:
	  a. Has the population of the town and hinterland grown or declined in the last ten years?
	  b. By how much?
		Increased
		
		13%

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3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use this table to show the Strengths and Weaknesses in the population profile of the area. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered:	It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
How does the population profile of the town and surrounding countryside compare with regional and national profiles?	Number of retired is less than Winchester & England Number of Under 16's is more than Winchester & England	√					More recent data required
Is there a growth or decline in numbers or the location of population categories, and what are they?	13% growth in population – generally in big jumps when a new housing estate is built in the town	√					More recent data required

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WORKSHEET S2: HOUSING

Task: to find out the basic information needed to assess the housing situation in the town and surrounding countryside

1: Introduction to the task

- *If there is not enough information available to answer the questions, it may be possible to work with the district council to do an up to date housing needs assessment*
- *Guidance on housing needs assessment is given in Data Sources and Survey Methods and on the Market Towns' Learning Network*
- *Cross reference this to Worksheet S1: Population*

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2: Getting the following information will help you assess the housing situation in your town and surrounding countryside.

Sub-section 1: Housing Availability and Need		
Starting points for information	Information you will need	Answers and notes
• Local estate agents (for general information on housing market) • District Council & Local Housing Associations (for information on their housing stock)	**Q1** Currently available housing: a. What types of properties are there? Look at type, size and tenure (freehold, leasehold, rented). b. Where are they located? For example, are they clustered in the town centre, town edge or hinterland settlements? c. Is there an under- or over-supply of housing of different types? (Worksheets EN1; EN2; EN3 Q4; EC6 Q1; EC6 Q18 also refer to the built environment)	a) Varied Freehold properties – general shortage of starter 1 bed Leasehold apartments b) Generally on the centre of the Parish c) Undersupply of "character" individual dwellings & oversupply of modern 3 bedroom properties
• District Council Planning Dept • Local Plan	Q 2 New housing: a. How much new housing is being planned in the area? b. What type is it? c. Where is it? (Worksheets EN1 Q7,14; EN3 Q4; EC6 Q1,8,9; T1 Q3 also refer to development)	Varied – subject to ongoing planning issues but predominantly small select developments and infill. 70 various units due to be built at Abbey Mill, commencing in May 2008, particularly town houses, "mews style"
• Local estate agents • County council	Q 3 Housing costs: a. What is the cost of buying or renting property? b. Can local people afford to buy houses in the area? c. Where is there a supply of affordable (social) housing at below-market prices? d. Where is there a supply of starter homes? e. Does supply meet local needs based on current statistics?	a) Buying 1Bed - >£135K, >2Bed - £175K, >3Bed - £250K, >4Bed – 350K Renting 1Bed –m £650/month, 2Bed - £500/month, 3Bed - £950/month, 4Bed – £1,250/month b) Generally – Yes c) Outside the Parish e.g. Fareham d) Various sites within the Parish e) Yes ----- Just

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Starting points for information	Information you will need	Answers and notes

• District Council figures for Housing Investment Programme
• Local charities
• Local survey
	Q 4
	Homeless people:
	  a. How many people are homeless in the area?
	  b. How many of these are formally counted as homeless by local authorities compared with those that may be staying with friends and are without a home of their own?
	  c. How does this compare with regional and national averages?
		45 – Homeless, 50 in Temp Accommodation, 35 in Priority need
		45
		
		Must be below with 3,368 in the SE Area

• District Council (ask for waiting list allocation rules)
• Nomination Agreement between Council & Housing Associations
	Q 5
	Housing priorities:
	  a. Does the local council give local people priority in accessing affordable housing?
	  b. What provision is there for people who may want to move back to their local area following time away to train or study?
	  c. Does this differ in settlements in the surrounding countryside and in the town?
	(Worksheets EC2 Q18; T2 Q11,12; T3 Q16 also refer to local government services)
		Yes
		
		???
		
		???

• District Council and Housing Association (ask for comparisons of demand for specialist housing with current and planned)	Q 6
	Supported housing:
	  a. What supported housing is available to those who need it through special units (for example, for the elderly or disabled)?
	  b. Does this meet current or projected demands?
	
	(Worksheets EC7 Q8T2 Q4,5; T3 also refer to disability issues)
		Cunningham House, Priory Court, Greens Close and Southbrook Mews – all controlled by Wardens.
		
		Believed not to.

District Council and Housing Associations (ask for comparisons of demand for specialist housing with current and planned)	Q 7
	Housing for older people:
	  a. Does the housing provision and cost provide for older people who may want to move to smaller/more manageable homes or from villages to market towns?
	  b. Is this provision sufficient?
		There are some "retirement" developments – Roman Row, Ridgemede Bungalows, and Yew Tree.
		
		More are planned to be built so presumably not.

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Starting points for information	Information you will need	Answers and notes

• District Council
• Social Services
	Q 8
	Housing for elderly/disabled people:
	    a. What support is provided for people such as the elderly or disabled in their own homes?
	    b. Does this meet current or projected demand?
	
	(Worksheets EC7 Q8T2 Q4,5; T3 also refer to disability issues)
		Preventative Dependency Team (PDT)
		Social Services
		No – PDT service is expected to expand.

• Census of Population
• Council Tax records (compare number of 2nd/holiday homes with total number of households)
	Q 9
	Availability of homes:
	    a. Are there a high number of homes not available to the local population?
	    b. Is there a high level of second home ownership or holiday lets locally?
	    c. Are these confined to particular parts of the area? (for example, those attractive to tourists or near business centre, etc)?
		Only through price
		
		No
		
		n/a

• District Council Housing Investment Programme or Housing Needs Surveys
• Local survey of premises
	Q 10
	Empty houses:
	    a. Is there a high level of vacancy or empty houses?
	    b. Where are these located?
	    c. Are there opportunities to make redundant housing and additional homes available to local people?
	    d. What opportunities are there to bring housing into the town centre (for example, flats over shops) back into use?
	(*compare number of vacant houses with total number of premises*)
	
	(Worksheets EN1; EN2; EN3 Q4; EC6 Q1; EC6 Q18 also refer to the built environment. Worksheets EN1 Q7,14; EN3 Q4; EC6 Q1,8,9; T1 Q3 also refer to development)
		No
		n/a
		n/a
		
		Limited

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Sub-section 2: Quality of Housing		
Starting points for information	Information you will need	Answers and notes

• District Council
• Housing condition survey
	Q 11
	Housing conditions:
	  a. What is the condition of existing local housing?
	  b. How many properties suffer from damp, lack of central heating, external and structural problems, or disrepair?
	  c. Where are they located?
		In general – good
		Small amount
		
		n/a

• District Council	Q 12 Where there is poor quality housing, how is this being addressed through improvement/investment programmes? (Worksheets EN1; EN2; EN3 Q4; EC6 Q1; EC6 Q18 also refer to the built environment. Worksheets EN1 Q7,14; EN3 Q4; EC6 Q1,8,9; T1 Q3 also refer to development)	n/a
• District Council	Q 13 Are there areas of poor quality private housing that are not being addressed? (Worksheets EN1; EN2; EN3 Q4; EC6 Q1; EC6 Q18 also refer to the built environment. Worksheets EN1 Q7,14; EN3 Q4; EC6 Q1,8,9; T1 Q3 also refer to development)	No

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3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use this table to show the Strengths and Weaknesses in the local housing stock. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered:	Conclusion					
		It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Is there sufficient housing available to meet the needs of all sectors of the population? If there are shortfalls, where are they? Do current housing strategies and plans take these areas into account?	In general there is sufficient housing for existing needs with the exception of (affordable) social housing at below market prices		√		√		
Is the available housing stock in good condition? Where is the poor housing stock? What is being done to improve it?	The condition is generally good with no areas of poor condition housing		√				

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WORKSHEET S3: HEALTH AND PUBLIC SAFTEY

Task: to assess public health and community safety in the town and surrounding countryside

1: Introduction to the task
Residents of market towns and their surrounding countryside need access to adequate healthcare and emergency services including ambulances, police and fire services. Community safety is also an important consideration. Local authorities are required under the Crime and Disorder Act 1999 to produce a strategy for fighting crime. Audits of community safety issues including crime and the fear of crime may have been undertaken to inform these strategies.

- Guidance on carrying out a fear of crime survey is given in Data Sources and Survey Methods Directory on the Market Towns Learning Network.

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2: Getting the following information will help you assess the healthcare and emergency services provision for your town and surrounding countryside

Sub-section 1: Health and Social Care		
Starting points for information	Information you will need	Answers and notes

• Local Health Authority Register of Doctors & Dentists
• LHA target levels
• Local Authority for transport information
	Q 1
	Doctor and dentist provision:
	  a. How many doctors and dentists surgeries are there?
	  b. How do these figures compare with Local Health Authority target levels and local needs?
	  c. Where are they located?
	  d. Will any future planned changes to service provision increase or decrease access to doctors and dentists?
	  e. What transport is there (public, a suitable community transport scheme, or both) to surgeries from outlying areas?
	
	(Worksheets EN1 Q9; EC7 Q7,15; T1; T2; T3 also refer to public transport)
		1 Doctors Surgery (Group Practice), 2 Dentists (1 group, 1 indep)
		Both are too low
		
		Lower Lane, Hoe Road, Free Street
		No changes known of.
		
		Poor level of public transport

• Local Health Authority
• Local voluntary & charity groups
	Q 2
	Clinics:
	  a. What specialist clinics and out patient clinics are available locally (for example, family planning, drugs and drink advice)?
	  b. Where are they?
		(1) Physiotherapist. (2)Osteopath (private),
		
		(1) Moving to Jubilee Hall (2) Off Bank Street

• Local Health Authority	Q 3
	Mobile units:
	  a. Which local health clinics, doctors and dentists operate mobile service units?
	  b. What areas do they cover?
	  c. Are there any plans to increase the coverage by mobile units?
		Breast screening, Blood Donors, Retinal Scan Unit,
		
		Bishop's Waltham & Hub Area
		None known

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Starting points for information	Information you will need	Answers and notes

• Local Health Authority
• Local transport survey
	Q 4
	Non-emergency hospital services:
	  a. How easy is it for residents to get access to non-emergency hospital services as a user or visitor?
	  b. What services are available?
	  c. How far away are they?
	  d. Are they accessible by public transport?
	  e. Can patients pre-book appointments?
	  f. What are the waiting times for getting appointments?
	  g. How long are people on waiting lists?
	
	(Worksheets EN1 Q9; EC7 Q7,15; T1; T2; T3 also refer to public transport)
		Poor level of public transport, cars & taxis have good road access
		Community Care Group provide transport to Hospitals
		General Hospital
		11 miles to Winchester
		Yes but poor
		Yes
		Dependant on Individual cases
		Dependant on Individual cases

• Local Health Authority
• County Council
• Social Services
• Local voluntary groups & charities for informal support
	Q 5
	Home services:
	  a. What social and health care services are available in the home for those needing them (for example, community nurses, health visitors, home help, etc)?
	  b. What informal support is available for those not using statutory services?
	
	(Worksheets EC7 Q8; T2 Q4,5; T3 also refer to disability issues)
		Community Nurses, Health Visitors, Social Service s Support Workers (Government)
		
		Meals on Wheels, Carers group, Lunch Clubs (Voluntary)

• Local Health Authority (ask for local & national statistics)	**Q 6**
	Health:
	  a. How do local mortality rates for heart disease, stroke, cancer, suicide and accidents compare with regional and national averages?
	  b. If they are high, what health service provision is being targeted in these areas?
		District National (Rates per 1000)
		Cancer 90.3 100.0
		Accidents 100.9 100.0
		Circulatory 80.9 100.0
		Long term Illness 110.5 155.3
		Suicides ??? ???
		Life expectancy figures 2004 – 06 are:
		District – Male 80.1, Female 83.1
		National – Male 77.3, female 81.5
		Figures suggest no overall local issue

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Starting points for information	Information you will need	Answers and notes

• District Council Environmental Health Dept
• Environment Agency (ask for statistics on background pollution levels)
	Q 7
	Pollution levels:
	   a. Do background levels of noise, air quality and water quality meet or exceed national standards?
	   b. Are there any black spots where national levels are exceeded?
	
	(Worksheets EN1; EN2; EN3; EC7 Q10,17,18 also refer to environmental quality)
		Believed to exceed National standards
		
		None known

Sub-section 2: Emergency services		

• Local Health and Police authorities
• Internet
• Local council surveys
	Q 8
	Response time targets:
	   a. What are the ambulance, police and fire services response time targets?
	   b. How well are these targets being met?
	   c. What are the problem areas if targets are not met?
	   d. What plans are there to improve these?
		a) Ambulance 8 minutes, Police??? , Fire Service 80% within 8 minutes
		???
		Rural Area
		None known

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Sub-section 3: Community Safety		
Starting points for information	Information you will need	Answers and notes

• Local Police Authority (ask for local, regional & national crime statistics & policy)	Q 9
	Crime:
	  a. What are the crime rates for the locality?
	  b. How do incidences of crime compare with regional and national rates?
	  c. Are incidences higher for specific types of crime (for example, shop theft, burglaries, personal assault, criminal damage, car theft, and theft from vehicles)?
	  d. Does geographical location play a part in this?
	  e. How will future policing strategies address these problems?
		No data provided

• Local Police Authority for local crime statistics
• Fear of crime survey for comparison with actual statistics
	Q 10
	Fear of crime:
	  a. Is the fear of crime significantly worse than actual crime rates?
	  b. If yes, what factors are contributing to these fears?
		Yes
		
		Vandalism, Groups of Youngsters in Town

• Local survey	Q 11 Which areas show visible evidence of vandalism, unlit streets, litter or graffiti? (Worksheets EN1; EN2; EN3; EC7 Q10,17,18 also refer to environmental quality)	Generally not a significant problem although in Summer months the Priory Park and Hoe Road grounds suffer from a litter problem.

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Starting points for information	Information you will need	Answers and notes

• Local Police Authority
• District Council
	Q 12
	Crime prevention measures:
	  a. Where crime prevention measures are in place?
	  b. Which other areas would benefit from the introduction of crime prevention measures?
	
	Measures may include CCTV, street lighting, more police officers, community policing and Neighbourhood Watch.	

• Local Police Authority	Q 13 What is the level of local police presence (for example, police stations/mobile stations/local or community police officers/community support)?	Police Station is open on a part time basis. Area Sgt with 1 PC and 2 PCSO's dedicated primarily to BW beat area.

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3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use this table to show the Strengths and Weaknesses in public health and community safety. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered:	Conclusion					
		It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Is there adequate access to a range of healthcare and social care services? Where could access to, or the quality of provision, be improved?	In general – Yes, access is adequate. NHS Dentist, more accessible G P's (time wise), Day centre		√		√		
Do all areas provide a safe and healthy environment to live in?	No problems known		√		√		
Is a good standard provided by the emergency services?	Yes (inc Community Responder Scheme)		√		√	√	
Is there a good strategy to fight crime and is the community protected? What opportunities are there to improve provision?	Not known						

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WORKSHEET S4: LOCALGOVERNMENT AND COMMUNITY ORGANISATIONS

Task: to find out about the level of community involvement in local decision-making and activity in both the town and surrounding countryside

1: Introduction to the task

It is important to assess the level of involvement of the local community when researching the well-being of a market town and when planning for the future. Effective local government is important to the well being of a town, and the numbers of people voting in national and local elections is one measure of community involvement.

In a healthy democracy every seat should have more than one candidate. An effective Parish/Town Council is crucial to the success of the Healthcheck and Action Plan. However, there is often much less democratic involvement at this tier of local government, and many Parish Councils attract only just enough candidates to fill the seats; some even have vacant seats after an election. In such cases the election is 'uncontested', and no poll is required. Organising a poll is expensive, so it is arguably better value for money to avoid a poll, especially in small parishes. If, however, your Parish/Town Council was uncontested or has vacancies, there is clearly scope for improving residents' involvement in local affairs and there may be things that could be done to increase participation in local democracy.

When considering election data you should bear in mind that:
- In general elections the number of voters in market towns may be higher than the national average
- In district or borough elections you should make sure that any turnout figures you request are for a poll which was not combined with other elections. This is because combined polls may show a slightly greater turnout.

There are also many other ways in which the community can have a voice in local planning and decision-making. Support and encouragement for community involvement should ensure that there is a representative sample of local people covering all interests and abilities.

SOCIAL & COMMUNITY

2: Getting the following information will help to assess the extent of community involvement in local decision-making.

Sub-section 1: Local Government Structure & Access		
Starting points for information	Information you will need	Answers and notes

• County Council	Q 1
	Councils:
	    a. What councils are there in the area?
	Identify County, District or Borough, Town and Parish Councils
	
	    b. What services do they cover (for example, planning, payments, environmental health, social services, youth, school)?
	
	(Worksheets EC2 Q18; T2 Q11,12; T3 Q16 also refer to local government services)
		1) Bishop's Waltham Parish Council
		2) Winchester City Council
		3) Hampshire County Council
		
		All as defined by Government

• Town, Parish, District/Borough and County Councils
• Individual councillors
	Q 2
	Council access:
	    a. How can local residents access these Councils?
	    b. Where are the Councils' offices?
	    c. Where are Council information points located (for example, the library or town hall)?
	    d. Where and when do councillors hold local surgeries?
		Telephone, e-mail, personal visit
		1) Bishop's Waltham 2)Winchester, 3) Winchester
		Winchester in Well House, All in Parish office
		
		District Councillors Surgery, Parish Councillors do not

SOCIAL & COMMUNITY

| • District Council
• LSP | Q 3
Is there a Local Strategic Partnership (LSP) for the County and/or District (or for the unitary authority area)? If so:
   a. Who are the co-coordinators of the LSP(s)?
   b. What agencies are involved?
   c. Which of these agencies have a presence locally?
   d. What thematic or local sub-groups do the LSP(s) have, and who chairs and administers (WCC in all cases) them? | Winchester District Strategic Partnership

LSP Manager – Antonia Perkins, primarily co-ordinated by WCC
WDSP is the sum of all partnerships in the District
CAB, Police.
Sports & Physical Activity Alliance (C=Sparsholt College)
Cultural Consortium (C=W University)
Older People Partnership (C=HCC)
Children & Young People Partnership (C=HCC)
Health & Wellbeing Strategic Outcome Group (C=PCT)
Safe & Strong Communities SOG (C=WCC)
High Quality Environment SOG(C=Vacant)
Inclusive Society SOG (C=Winchester Churches Together)
Economic Prosperity SOG (C=Chamber of Commerce)
Transport Forum (C=Sustrans)
Community Learning Forum (C=WACA)
Housing Board (C=A2Housing)
Natural Environment Forum (C-=Vacant) |
| | e. What local issues are being addressed by the LSP(s)?

(Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q19 also refer to community involvement) | Nothing specific but in general – everything. |

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Starting points for information	Information you will need	Answers and notes
• Community Strategy	Q 4 Community Strategy: a. What does the Community Strategy specifically say about the town or local parishes? b. Where is your area mentioned by name? c. Where are your local issues mentioned? d. How well have your needs and aspirations been taken into account? e. What commitments in the Community Strategy of both the District and County Councils, or unitary authority, may have an impact on your town and surrounding countryside? f. When they are planned to take effect?	The strategy is thematic rather than geographical at present although it is currently being reviewed n/a - See above n/a - See above n/a - See above Nothing at present n/a
• District and County Councils • LSP	Q 5 Future action plans: a. How do the LSP or local authorities intend to 'bridge the gap' between the Community Strategy and your future action plan? b. What protocols, guides, discussion forums or templates are there for drawing together research and actions? c. How would the local authority or LSP like you to liaise with them during preparation of your action plan and afterwards?	n/a – See answer to 4a Community Planning Protocol for Winchester District Local Strategic Partnership Board and Winchester City Council Involve WCC and WDSP to attend action planning events to assist in working out a draft realistic plan. Send draft action plan to WDSP via WCC to provide a coordinated response.

SOCIAL & COMMUNITY

Sub-section 2: Community Involvement		
Starting points for information	Information you will need	Answers and notes
• District/Borough Council's Electoral Services Unit	Q 6 These questions will help assess how thriving democracy is: a. What was the turnout in the last General Election? b. How does this compare with the 2001 national average of 59%?[1] c. What was the turnout at the last District/Borough election? d. How does this compare with the 2003 national average for Shire Districts of 35%?[2] e. How many seats were contested at the last Parish/Town Council election? f. Has the local Town or Parish council been awarded Quality Parish status? *This recognises councils that have a full electoral mandate and a high standard of management by qualified staff.* (Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q19 also refer to community involvement)	Winchester 73.7% (2005) Well above – local issues re Mark Oaten influenced high turnout Bishop's Waltham – 41% (2007) Well above None Currently working towards it
• County, District, Town & Parish Councils	Q 7 Local community representation: a. What representation does the local community have on partnership and council committees or sub-committees? b. How many representatives are there? c. How active are they? d. Which committees or sub-committees do they sit on? e. Which groups of the community do they represent? (Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q19 also refer to community involvement)	Health Check process only 24 Very None All

SOCIAL & COMMUNITY

Starting points for information	Information you will need	Answers and notes
• District Council • Local Community groups	Q 8 Community influence: What mechanisms do community groups have to influence developing policies or strategies? *Look, for example, at what influence they have in preparing Village Design Statements, Supplementary Planning Guidance, or delivering local services.*	Health Check Process only
• County Council • District Council • Local Housing Association	Q 9 Are there any active neighbourhood forums, residents' or tenants' associations?	None known

• District Council	Q 10
	Involvement in community development:
	   a. What opportunities have local people had to experience being actively involved in community development?
	   b. What community consultation programmes have been run in the last year?
	
	(Worksheets EC2 Q18; T2 Q11,12; T3 Q16 also refer to local government services. Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q19 also refer to community involvement))
		Questionnaire re Health Check process
		LDF consultation by WCC
		Questionnaire re Health Check process
		LDF consultation by WCC

• District Council • Rural Community Council	Q 11 What support is there to help develop community involvement or co-ordinate building capacity in the community? *Is there, for example, a dedicated local authority or rural community council officer?*	Tourism & Community Committee of the Parish Council WCC Rural Officer

SOCIAL & COMMUNITY

3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use the tick boxes in this table to show the Strengths and Weaknesses in the level of community involvement in local decision-making. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered.	Conclusion					
		It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
How easily can local people gain access to local government officials or members?	Public Session at all Parish Council Meetings Parish Office open to physical public access for 4 hours a day Parish Officers available for communication 4/5 days per week		√				
How well is the community represented in, or consulted by, local government?	Parish Council - Public Questionnaires on major issues only, e.g. Pondside Otherwise through District & County Councillors at all levels		√		√		
How well are local issues fully considered in local strategies and community planning?	Not very good - Planning process decision making at Winchester by non Bishop's Waltham Councillors (Officers) One District Councillor attends as an "observer"			√	√		
How active and influential is the community in local decision-making?	Only active if they wish to complain about an issue			√	√		
How well is the community encouraged and supported to become involved in decision-making/development issues?	Constantly encouraged by Parish Councillors			√	√		

SOCIAL & COMMUNITY

WORKSHEET S5: SPORT, LEISURE AND OPEN SPACE

Task: to find out basic information about the use and quality of sport and leisure facilities in both the town and the surrounding countryside

1: Introduction to the task
Access to sport, leisure and open space facilities contributes to a healthy community. In order to assess what is already available and what residents would like to see you can:

- Undertake a survey of people who use existing facilities
- Carry out an open space character assessment
- Ask local people what they think about the range and quality of existing provision through an attitude survey

Sport and leisure clubs will be an important source of information. Local schools, youth groups or the Groundwork Trust, for example, might be interested in helping with surveys of what people like/dislike about an area of open space. Guidance on undertaking an open space character assessment is given in the Data Sources and Survey Methods Directory.

2: Getting the following information will help you to assess the quality and use of sport and leisure facilities in your area.

Sub-section 1: Sport & Leisure Facilities		
Starting points for information	Information you will need	Answers and notes

• Local sports groups
• User surveys
• User attitude surveys
	Q 1
	Sports and leisure facilities:
	  a. Where are local sports and leisure facilities located?
	  b. Are they in good condition?
	  c. How well used are these facilities?
	  d. How affordable are these facilities for local residents?
	
	(Worksheets EN3 Q6,7; EC7 Q13, T3 Q17 also refer to recreation & leisure)
		Priory Park, Hoe Road, Jubilee Hall,
		No No Yes
		Very Very Very
		Reasonable Reasonable Reasonable

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Starting points for information	Information you will need	Answers and notes

• Local sports groups
 • Library
	Q 2
	 Shared facilities:
	   a. Which local school/college facilities are open for public use?
	   b. Which are available inside or outside school hours/term time?
		Ridgemede (Bishop's Waltham) Junior School
		
		 School facilities, including Swimming Pool, are available outside school hours

• Local sports ad leisure facilities
 • Clubs and groups
	Q 3
	 Use of facilities:
	   a. What proportion of the eligible population belongs to a sport or leisure club?
	   b. How do membership numbers of sports groups compare with the area's total population in appropriate age groups?
		???
		
		 ???

• Survey local knowledge • Local Tourist Board • Yellow pages • County Council (ask for information on Rights of Way)	Q 4 Where can residents pursue outdoor sporting activities (for example, walking, horse riding, hire bikes, and rock climbing) or use outdoor activity centres? (Worksheet EN3 Q6 also refers to open space)	Walking – 46 Footpaths, 6 Bridleways and the Hoe Road & Priory Park sites Activity Centres for youth available at Marwell and Fairthorne Manor

• Local sports groups
 • Local survey
	Q 5
	 Unmet needs:
	   a. In which locations are demands for specific sports or leisure facilities not met?
	   b. Why are these needs not met?
	   c. How many people have to travel outside the town to take part in certain sports
	   d. Which sports are they?
		Only Football, Cricket Bowls and Badminton demands are well met. Tennis is sufficient at present.
		 Currently facility provision is being looked at.
		 ???
		
		 Squash, Hockey, Rugby, Netball, Basketball, Boxing, Athletics.

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Sub-section 2: Open Spaces		
Starting points for information	Information you will need	Answers and notes

• Local user surveys
• Local plan proposal maps
• Parish, District & County Councils
• Tourist Information
	Q 6
	Open space:
	  a. Where are there areas of open space?
	  b. What facilities do they contain? For example, do they have safe play areas and toilets?
	  c. What activities do they allow? For example, do they allow specific sports only, leisure only, or a mixture?
	  d. How well are these open areas/facilities used?
	  e. Which areas or facilities are the most popular?
	  f. What do people find most attractive about these areas?
	  g. Which areas of open space need, and get, continued maintenance or protection?
	  h. Which areas of open space suffer from poor maintenance, litter, graffiti or vandalism?
	
	Include village greens, recreation grounds, parks, country parks, historic parks, common land and local nature reserves
	
	(Worksheets EN1; EN2 also refer to environmental features)
		1) Priory Park. 2) Hoe Road 3) Albany
		1) & 2) have safe play areas but no public toilets – 3) is leased to Cricket Club
		1) Football, Bowls, Skateboarding, walking 2) Football, Tennis 3) Cricket
		1) Football pitches are under used 2) Football pitches over used
		Hoe Road is the most popular being specified for youth in general ???
		Sports pitches and Play Areas
		
		1) Club House 2) Pavilion – both have maintenance and minor vandalism problems

• District Council (ask about formally designated open space)	Q 7 How well does the provision of open space meet the National Playing Fields Association Standard of 2.4 hectares per 1000 population?	16.2hectares – 6,550 population (2001) = 2.47 hectares per 1000 16.2 hectares – 6,746 population (2007) = 2.40 hectares per 1000
• Local plan proposal maps	Q 8 Which, if any, residential areas are over 400 metres away from an area of open space? (Worksheets EN1; EN2;EN3; EC6 Q1; EC7 Q18 also refer to the built environment)	Pondside Estate

SOCIAL & COMMUNITY

Starting points for information	Information you will need	Answers and notes

• Town or Parish Council
• National Association of Allotments and Leisure Gardeners
	Q 9
	Allotments and settlements:
	  a. Where is space allocated for allotments in the town, and in the surrounding countryside?
	  b. What is the take up/length of waiting list for them?
	  c. How many are under-used?
	  d. Is there a local allotment forum or similar body?
		5.5 acres at bottom of Albany Road
		
		122 holders / 27 on waiting list
		Nil
		Bishop's Waltham Gardening Club

• District Council (ask for Local Plan development proposals) • Current planning applications • Private sector sports and leisure providers	Q 10 What are the known threats of loss of open space, parks and allotments, or closure of facilities, due to either development proposals or reduction in budgets? (Worksheets EN1 Q7,14; EN3 Q4; EC6 Q1,8,9; T1 Q3 also refer to development. Worksheets EC2 Q18; T2 Q11,12; T3 Q16 also refer to local government services)	2006 – 2026 Local Development Proposals threaten house building on the Priory Park and Albany sites

SOCIAL & COMMUNITY

3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use the tick boxes in this table to show the Strengths and Weaknesses in the provision of or access to sports, leisure or open space facilities. Also flag up where there are Opportunities to improve things or where there might be Threats in the future. The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered.	Conclusion					
		It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Are there sufficient sports, leisure and open space facilities to meet the needs of residents? Where are there any gaps or shortfalls?	In general – Yes, however Badminton is the only indoor sport catered for. No Leisure Centre closer than Fareham / Winchester If a demand was created for any of the "minority" sports, space availability is limited		√		√		
How well maintained are these areas and facilities? Where is additional management or maintenance needed?	In general very good Drainage problems at Priory Park currently being investigated		√		√		
Are the facilities accessible and affordable for residents?	Yes		√		√		
Are any of these facilities or spaces under threat? What plans are there to ensure that provision is sufficient to meet future demand?	2006 – 2026 Local Development Framework Proposals threaten house building on the Priory Park and Albany sites					√	√

SOCIAL & COMMUNITY

WORKSHEET S6: CULTURE AND HERITAGE

Task: to find out about the breadth of cultural facilities and activities taking place in the town and surrounding countryside

1: Introduction to the task

A rich culture and heritage or distinctive historical and cultural links can add to the attractiveness of a town both for residents and visitors. This task will help you discover how rich and diverse is the cultural life in your town and assist you in determining if more venues, facilities, events, involvement or promotion would be beneficial. Existing local arts and amenity groups will be an important source of information. Where there are gaps in your information you could:

- Carry out an audit of existing cultural and heritage facilities, and the numbers and types of active community groups
- Involve members of the community to undertake an attitude survey to see if current provision and facilities are of good quality and meet the needs of local people

Your town may already have a town trail or other guide to cultural and heritage locations and events. If you haven't, you might want to consider producing a map to record your findings. Some of the information you need on community groups could come from Worksheets S4 and S5. Some of the answers to this worksheet could help you with the Tourism worksheets.

SOCIAL & COMMUNITY

2: Getting the following information will help you to identify the range of cultural and heritage facilities, activities and venues that are available to the community and visitors to the area. It will also help you identify any associations that give the area distinction.

Starting points for information	Information you will need	Answers and notes
• Local knowledge • Tourist Information • Yellow Pages • Local website	Q 1 What range of cultural facilities is available? *For example, does the town have a theatre, cinema, art gallery, museum and library?* (Worksheets EN3 Q6,7; EC7 Q13; T3 Q17 also refer to recreation & leisure)	Museum & Library. Local artists pottery & painting exhibited at The Gallery, No cinema or theatre although the Jubilee Hall can be used for such activities

• Local knowledge
• Tourist Information
	Q 2
	Local events:
	    a. What local events have the potential to draw the whole community together?
	    b. What types of events are these (for example, fairs, festivals, and carnivals)?
	    c. How regular are they?
	    d. How well attended are they?
	    e. What opportunities are there to develop such events?
	
	(Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q10 also refer to community involvement)
		1) Festival Week, 2) Carnival, 3) Christmas Fair, 4) Community Day, 5) Art Exhibition
		1) 2) & 3) self explanatory, 4) Publicising local voluntary organisations
		All) Annual
		All) Very
		1) 2) 3) Heavily Weather dependant 4) 5) earlier publicity outside Bishop's Waltham

SOCIAL & COMMUNITY

Starting points for information	Information you will need	Answers and notes

• Local knowledge
• Town and Parish Councils
	Q 3
	Community venues:
	  a. What community venues are there in the area?
	  b. Where are the community centres, village halls and other venues?
	  c. How does the number and location of available venues in the town and surrounding villages compare to the population and number of local community groups?
	  d. What is the quality of these community venues and their facilities?
	(Worksheets EN3 Q6,7; EC7 Q13; T3 Q17 also refer to recreation & leisure)
		Jubilee Hall, Priory Park Clubhouse, Youth Hall, Church Hall & Stables
		Jubilee & Youth Halls central, others on their parent sites
		
		In general, sufficient available dependant on replacement Youth Hall. Locations satisfactory.
		
		Youth Hall being demolished, Priory Park Clubhouse and Church Hall are poor, others are good.

• Local arts groups
• Library (see local directory)
	Q 4
	Arts-based community groups:
	  a. How many people are involved in arts-based community groups?
	  b. What is this figure as a proportion of the local population?
	  c. What facilities are there to meet the needs of the local arts groups?
		Art, Writing, Photography
		
		Small
		Generally they use rooms in Jubilee Hall.

• Local knowledge
• Local history groups
• Tourist Information
• Library
• Internet
	Q 5
	Associations and links
	  a. What strong associations or links does the area have?
	  b. What locations are involved?
	  c. How well are these associations promoted?
	
	Look at cultural associations (for example, famous people and events, literary links, famous products, and local foods), and historical associations (for example, battles, historic ruins, houses and parkland).
	
	(Worksheets EN1; EN2 also refer to environmental features and local distinctiveness)
		Twinned with St Bonnet-le-Chateau in France
		Exchange visits annually
		As well as any other voluntary organisation
		
		Bishop's Waltham Palace ruins – resulted from Cromwell's troops in Civil War. Visited by various Royal figures.
		Last Private Bank in UK – Gunners
		Bishop's Waltham Clay Co.
		Bishop's Waltham Infirmary – Opened by children of Queen Victoria.
		
		Promotion of these can be improved via tourism leaflets

SOCIAL & COMMUNITY

Starting points for information	Information you will need	Answers and notes

• Local religious organisations
• Library
• Tourist Information
	Q 6
	Religious establishments:
	   a. What religious establishments are active in the community?
	   b. Which denominations are served?
	   c. How well attended are the religious establishments?
	   d. How do religious establishment groups work with other groups and the local authorities on social issues?
		St Peters (C of E) BW United Free Church (Methodist), Our Lady of the Apostles (RC), Kings Church (Evangelical)
		
		Methodist is poor, Kings is popular, and others are above average Churches Together meet monthly, Mothers Union groups etc cross the religious divide. No known official links with local authorities on social issues

	Q 7
	Local reportage:
	   a. What mechanisms does the local community have to report and comment on local events and issues?
	   b. Where are they based?
	
	   c. Who contributes to them?
	   d. How effective are they in reaching their intended audiences?
	
	Is there, for example, a local paper, radio station, TV station, web-based forum, or town website?
	
	(Worksheets EN2 Q11; EN3 Q1; EC2 Q5; EC3 Q10 also refer to community involvement)
		Parish News, Hampshire Chronicle, Community website
		
		Bishop's Waltham Winchester n/a
		Monthly Church publication Weekly newspaper Instant
		Anyone can to all
		1250 sold ????? Not – PC dependant

SOCIAL & COMMUNITY

3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use the tick boxes in this table to show the Strengths and Weaknesses in the breadth of culture and heritage facilities and activities. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered.	Conclusion					
		It's a Fact	Strength	Weakness	Opportunity	Threat	Need more info
Are there are sufficient cultural and heritage venues and facilities to meet the community's needs?	For a town of our size, yes, although there are requests for a cinema and Internet café.		√		√		
How well do current events and activities reflect the area's culture, heritage and strong historical or cultural associations? Have any distinctive or famous links been ignored?	Re-enactments re Civil War could be more frequent.

Queen Mary's visit to Palace, last Private Bank in UK, Brick making. | | | √ | √ | √ | |
| Are members of the community actively engaged in the area's culture and heritage? | When there are events organised | | | √ | √ | √ | |
| Are the local culture and heritage sufficiently promoted? | Not enough in any B W activities | | | √ | √ | √ | |

SOCIAL & COMMUNITY

WORKSHEET S7: THE COMMUNITY LEGAL SERVICE

Task: To evaluate whether the information, advice and other civil legal services available to people in your town and its hinterland are appropriate to their needs.

1: Introduction to the task
The sort of issues that might cause people to need legal help include those to do with housing, welfare benefits, debt, and employment. These are common needs of people all over the country. In some towns there may also be issues about immigration, mental health, health and community care, consumer rights, and education. You may have identified particular problems with some of these areas elsewhere in your Healthcheck (for example, the number of children being excluded from school) and should now be thinking more about what help these people might need to address their problems.

Community Legal Service Direct

Community Legal Service Direct is a key part of the Legal Services Commission's strategy to improve access to justice and to combat social exclusion. It helps people deal with their legal problems by providing:

- free information, help and advice on a range of common legal issues

- assistance and guidance in finding other sources of help

In addition, those people eligible for legal aid can get free telephone advice from a qualified legal adviser about welfare benefits, debt and education.

Many people prefer to use telephone advice, even when face-to-face help is available. Community Legal Service Direct (CLSD) is available via a national helpline (0845 345 4 345) and a website (www.clsdirect.org.uk). Telephone advice is particularly welcomed by people who have difficulty accessing traditional legal services, such as those living in remote areas or with reduced mobility. The Internet also is an accessible channel for the delivery of legal information and help, and the CLSD website is one of the most popular UK-based legal information websites, with around 50,000 visitors a month. When face-to-face help is more appropriate, CLSD will provide a valuable entry point to this type of service.

For more information about the Community Legal Service you can contact the Regional Planning and Partnership Team in the Legal Services Commission regional office.

The local Community Legal Service Partnership (CLSP) and their Strategic Plan should be able to help answer some of these questions. The Legal Services Commission's regional office can tell you how to get hold of your local CLSP's Strategic Plan. (Contact details are shown below.)

SOCIAL & COMMUNITY

2: Getting the following information will help you assess how effectively community legal services are provided in the area.

Sub-section 1: Strategic Framework for Community Legal Services		
Starting points for information	Information you will need	Answers and notes
• Local CLSP Strategic Plan	Q 1 What are the particular demographics and the needs of different communities of your town and its hinterland that the CLSP Strategic Plan takes into consideration? *Look at groups such as: young people, older people, ethnic minorities, disabled, etc.*	???
• Local CLSP Strategic Plan	Q 2 How does the CLSP Strategic Plan take into consideration travel access issues for people?	???
• Local CLSP Strategic Plan	Q 3 What are the priorities in the CLSP Strategic Plan for improving access to legal services?	???

SOCIAL & COMMUNITY

Sub-section 2: Ease of Obtaining Legal Help		
Starting points for information	Information you will need	Answers and notes
	Q 4 How many solicitors are there in your town, and how many of them have contracts with the Legal Services Commission? (Worksheets EC4 Q2,3; EC5; T2 Q12; T3 q!6 also refer to retail and service sector)	3 – Beeton & CO, Chamberlains, Driver & Co 1 - Driver & Co

	Q 5
	Civil legal services:
	    a. Which 'Not for Profit' organisations provide civil legal services in your town and how many have contracts with the Legal Services Commission?
	    b. Are the opening times of these services adequate for the needs of your communities?
	
	Examples of organisations that might be providing civil legal services are the Citizens Advice Bureau (CAB) and Shelter.
		CAB – they do
		
		Part Time at present

	Q 6 Does the local council(s) have offices where people can access services in the town? (Worksheets EC2 Q18; T2 Q11,12; T3 Q16 also refer to local government services)	Yes – in The Jubilee Hall

SOCIAL & COMMUNITY

Starting points for information	Information you will need	Answers and notes
	Q 7 Where are the Community Legal Service Information Points? *These may be in the library or other easy access building. They should clearly display the Community Legal Service Quality Mark.* (Worksheets EC4 Q2,3; EC5; T2 Q12; T3 Q16 also refer to retail and service sector)	???
	Q 8 Which outlets in the town carry a full range of the Community Legal Service Information Leaflets on aspects of civil law?	???
	Q 9 How are the following national services advertised locally? • Community Legal Service Direct National Helpline (0845 345 4345)? • Community Legal Service Direct website (www.clsdirect.org.uk)?	??? ???
	Q10 Where can people go to get access to the Community Legal Service Direct National Helpline and Community Legal Service Direct website? *Is there, for example, a library (or other building that is easily accessible to the community) that provides public access to such facilities as a public telephone point, internet point, or kiosk?*	Library – Public access to internet point

SOCIAL & COMMUNITY

3: This part is called a SWOT analysis, where you identify Strengths, Weaknesses, Opportunities and Threats. Once you have the information, use the tick boxes in this table to show the Strengths and Weaknesses in the provision of community legal services. Also flag up where there are Opportunities to improve things or where there might be Threats in the future.   The conclusions give the basis for a summary that can go forward to the Healthcheck Report.

You may need to tick more than one column for each question.

You need to consider what the information you have gathered tells you in the light of these questions:	Write your answers here. Base them on the information you have gathered.	Conclusion					
		It's a Fact	Strength	Weaknes s	Opportuni ty	Threat	Need more info
Does the local CLSP Strategic Plan accurately reflect the need for civil legal service in your town and its hinterland?							√
Are there particular issues or priorities regarding access to civil legal services by residents of your town and its hinterland that you think the CLSP has missed?							√
How easy is it for people to get access to community legal services and help?							√