

Whitchurch on Thames Resident Issues

	Issue	TAPAG Ref Number	Suggested Solutions	Status	Date Raised	Priority
<b>Bridge</b>						
1	Bridge toll (against increase although 4 people actually didn't mind)		August 2015: Inspector decision to allow toll increase to 60p or 40p if £20 card purchased.	Closed	Apr-15	
2	Bridge company not issuing new cards - seems like a scam		28 May Geoff Weir response: We temporarily ran out of Bridge Cards in March because we were a bit slow in ordering a new batch, and then they were longer than usual being delivered. We started selling the new batch on 23rd April. I've no idea what "scam" is alleged.	Closed	Apr-15	
3	Why does Bridge Company Charge £30 for a new card - does not seem to be justified		28 May Geoff Weir response: The new Bridge Card packs now include £20 of Bridge uses (ie 68) instead of £10 as before. The Bridge Card deposit remains at £10. We wish to focus Bridge Card sales on regular users, and discourage occasional users from buying them, using them only a few times and then losing them.	Closed	Apr-15	
4	Put a white line in the middle of the bridge to keep people on the correct side of the road.	TBN4	28 May Geoff Weir response: We follow the advice of OCC Highways on white lining. If you recall, the white lines down the High Street were removed a few years ago as OCC say evidence suggests this reduces speeds and increases road safety. We follow the same guidance on the Bridge and approach roads.	Closed	Apr-15	
5	1 person who is a handicapped badge holder wondered by she couldn't use the toll bridge for free, or at least a discount as this seems to be the policy for most major tollbridges including the Severn.		28 May Geoff Weir response: I'm assuming the person who said they were handicapped is a Blue Badge holder. The Blue Badge scheme is a parking scheme to allow Blue Badge holders preferential parking spaces. It has nothing whatever to do with Toll Bridges (or ability to pay). In fact the Severn Bridge is one of only a very few giving free crossings to Blue Badge holders, the majority don't. We do give free crossings to disabled people in receipt of the higher rate of the mobility allowance etc. - details are on our website. Blue badge holders used to be given free access over the bridge but this was stopped in 2005. This response was not completely accepted by the issue raiser, but it is recommended they take this up with the bridge company directly so no further action required from the PC. Aug: Jon escalated to MP and Bridge company gave the same response.	No Further Action Required	Apr-15	

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6	Conversion of narrow speed bump crossing near toll booth to a flat-topped platform linking the pavements, suitable for push-chairs and buggies.	TB1	May 2016: PC in discussion with Bridge Company who have now agreed to a raised crossing in principle and are progressing with their contractor.	Open	Oct-15	High
7	Status of 7.5 ton environmental limit after toll bridge opens. lorries getting stuck in village centre.	TB2	May 2016: Toll keepers have leaflet to hand to drivers. PC in discussion with Castrol and OCC about potential new signage on entrance to Whitchurch Hill to reduce the number of oversized lorries coming into village.	Open	Oct-15	High
8	Puddle in road just north of Toll House on the East side.	TB3	May 2016: Less of a problem since the bridge re-opened. Re-surfacing here is in the Bridge company's plans.	Open	Oct-15	
9	Speed humps at each end of bridge were not re-built during construction.	TB4	May 2016: Agreed with Bridge company that hump is not advisable at south end on the curve. At north end there is one hump already. TB1 - flat -topped crossing should serve the same purpose.	Closed	Oct-15	
<b>High Street Traffic and Parking</b>						
1	High Street traffic jams	HSN1	Aug: New white lines will help near Eastfield lane, but not at Hardwick Road. May 2016: Requesting ideas as part of Community Plan.	Open	Apr-15	
2	People speeding on High Street	HSN2	May 2016: Council applying for Speedwatch speeding cameras. Requesting volunteers to help run the programme.	Open	Apr-15	
3	Too many parking on High Street	HSN	White lines will address certain areas. May 2016: Requesting ideas as part of Community Plan.	Open	Apr-15	
4	Need to keep commercial parking in front of Art Gallery		Noted and no change is planned.	No Further Action Required	Apr-15	
5	Need for residents permits on High Street to park in front of house.	HSN5	May 2016: Requesting ideas as part of Community Plan.	Open	Apr-15	
6	Parking in narrows by the bridge is causing disruption at times. Appears to be cars with canoes going to the mooring.		Problem appears to have improved and does not appear to be persistent. May 2016: Parking tickets and warning have been issued by the police.	No Further Action Required	May-15	
7	Bus 143 subsidies to be cut	HSN6	02 May: Council in discussions with Thames Travel to understand what subsidies can be made to keep the service going after July.	Open	Oct-15	
8	Flood Prevention - Clear eight roadside soakways on the hill to reduce flooding in the village	HS0	May 2016: This was cleared in May 2014, but is needed again by OCC.	Open	Aug-15	

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9	Flood prevention - most of the road gullies are blocked all the way along the High Street from near the White House to the Toll bridge.	HS2	May 2016:OCC reported fixed on 22 Sep and again in November. One appears to still be blocked - TAPAG following up.	Open	Aug-15	
10	Lower Narrows Pedestrian Safety: TAPAG had suggested improvements to the lower narrows to make the right of way clearer and potentially changing white an yellow lines.	HS9	May 2016:TAPAG discussion ongoing - Requesting ideas as part of Community Plan.	Open	Aug-15	High
11	Textured Pedestrian Crossing proposed by Tollbride from Mill drive across the High Street	HS12	Not a high priority as TAPAG issue TB1 will provide a flat topped crossing on bridge side of tollbooth.	Open	Jan-16	Low
<b>Eastfield Lane</b>						
1	Potholes on Eastfield lane	ELN1	Jan: TAPAG reported on Fix My Street - Some potholes now filled.	Open	Apr-15	
2	Add pavement to Eastfield Lane for children school run.	ELN2	To be discussion as part of community plan. Many residents not in favour of this. Crossing at High street is considered higher priority (ELN4).	Open	Apr-15	Low
3	Create safe crossing for children between High Street and Eastfield Lane.	ELN4	May 2016: Consider as part of Community plan.	Open		High
4	Repave all of Eastfield Lane		Consider funding as part of Village hall relocation.	Open	Apr-15	
4	Crossing High Street to Eastfield Lane for School is Dangerous		TAPAG investigating - consider Zebra crossing or other crossing - to be discussed as part of community plan.	Open	Apr-15	
5	Flood Prevention - Pumping station on Eastfield lane. Thames Water to install telemetry after Feb 2014 flood to monitor its pumping.	ELN	March 2016: Thames Water have conformed that they have installed telemetry in February and that the capacity is sufficient.	Closed	Oct-15	
6	Ponding at roadside of Eastfield Lane, opposite Meadow Cottage, caused by silting of drainage paths towards the field.	EL2	August 2015: OCC reported the drainage grips and soakways were now cleared.	Closed	Aug-15	
7	20 Mph on Eastfield Lane		TAPAG investigating	Open	Apr-15	High
<b>Hardwick Road</b>						
1	Triangle - Hardwick Road/High Street intersection - difficult to see, people parking too close the corner - also the narrows	HRN1	May 2016: PC issuing parking notices for parking too close to corner and other illegal spaces. Thames Police now issuing traffic tickets. Longer-term solution sought as part of Community Plan.	Open	Apr-15	High
2	People speeding on Hardwick Road	HRN2	TAPAG investigating - Community Speedwatch initiative being planned.	Open	Apr-15	High
3	Hardwick Road pavement is rough for walking and needs to be repaved. Children falling over on school run. Buggies on Road.	HRN	May 2016: Reporting on fix my street in Aug-15. PC raised to Kevin Bulmer - as OCC said they addressed it when no action was taken.	Open	Apr-15	

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4	Puddles on Hardwick Road near village entrance	HR1	Tried to address with Hardwick road verges project led by WOTHabs. Still working to address in longer term.	Open	Apr-15	
5	Dangerous for kids with traffic on Hardwick Road on School pick-up and drop-off		Suggest the school or a parent stand watch and direct traffic.	Open	Apr-15	
6	Council planning to cut back trees on Hardwick Road by old schoolhouse - marked them up - but no action for over a year - support cutting trees, but red marks are an eyesore in the meantime		Jan: OCC say that they have completed the work - Clerk is double checking.	No Further Action Required	Apr-15	
7	Ford at bottom of Path Hill at Goring Heath	GH2	Local residents cleared the drainage at the ford.	Closed	Apr-15	
8	Would like access from Hillside (lower numbers) through the hedges down to Hardwick Road as the walk around to on street parking is quite far.	HRN9	OCC has previously objected to this when Martin Hardcastle tried something similar, but it could be looked at again following the OCC channels and guidelines. May 2016: TAPAG writing to council suggesting this can be done with resident funding.	Open	Apr-15	
9	Horse difficulty on Hardwick Road - off road access needed especially at narrow ends - propose equestrian sign to slow down - also not safe for children or people pushing prams.		TAPAG investigating - Enable access or path on full length of road.	Open	Apr-15	
10	Piles of spoil on verge by Bozdown Farm	HRN10	PC met with Ian and Mary Jo Smith. They are in discussions with OCC on the option they have to rectify the situation. They are unable to proceed until guidance comes from OCC.	Open	Oct-15	
11	Muddy Lane surface should be improved for school access.	HRN 11	May 2016: OC to get quotes for resurfacing and get preferred option. May fit with access to new Village Hall plan.	Open	Feb-16	
12	Salt and grit bin knocked over	HRN12	May 2016: OCC confirmed that they will send contractor out to correct.	Open	Feb-16	
<b>Swanston Fields</b>						
1	Repave the Cut between Swanston Field and Eastfield lane. Kids are falling down getting hurt.	EL3	This has been listed for action since 1992! May 2016: OCC has now finally approved this after PC escalation, if the PC funds it. Contractor selected and resurfacing work to be carried out over May half-term holiday.	Open	Apr-15	
2	Weeds on Pavement		Aug: Jon to organised a WG to trim weeds in Manor Road as well as Swanston Fields.	Closed	Aug-15	
<b>Village Green</b>						

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1	Deplorable that school is being asked to pay for Village Green - School was one of the original supporters of the Green - They were not aware they should be charged - goes against the grain of free access to children and the village		01 June: PC voted to not charge the school for use of the village green during school hours and term times.	Closed	Apr-15	
2	Generally mad about PC wanting to charge for use of public VG and how it handled the fees - Opinions on whether village should pay for VG out precept varied - most thought village should pay to keep it free, but some said they never used it.		VG Working group established with key stakeholders - Football club, Cricket Club, and School. 24 Aug: Proposal on charging and VG Charter to be sent out to Village for consultation. Jan: Council voted that fees are not necessary based on the survey feedback.	Closed	Apr-15	
3	Rubbish Bins on Village green not big enough, overflow, should get larger ones and have Grundon empty them.		Raise to VG WG. Can consider funding this if money freed up from lawn mowing.	Open	Apr-15	
4	Allotments gate needs to be repaired.		May 2016: PC has selected a new gate and agreed with the Allotments society - will be installed in due course.	Open	Apr-15	
5	Cycle ramps for kids/teenagers on Village Green	HilN1	VG Survey concluded that bicycle ramps are not desired by majority of residents - at least not on the VG.	Closed	Apr-15	
<b>Manor Road</b>						
1	Potholes on Manor Road	MRN1	TAPAG investigating Aug: Jon says pot holes have been inspected they will review it in three months so he has escalated it.	Open	Apr-15	
2	Trip hazard in curving part of Manor Road opposite Fir bank where footway has sunk below kerb level.	MR1	May 2016: JD has emailed OCC and MP. Keep under review.	Open	Oct-15	
3	What to do about old polish church site - OCC appears to want to sell it.		Aug: Jon says residents are in favour of allotments on the old polish site if a gate is built at the end of the alley. He is currently in discussion with the Allotments Society. He will request permission from OCC to make use of he land until it is sold. May 2016: OCC has approved villahe use as a community area. Jon S and WOTHabs in discussions to agree design for gardens.	Open	Apr-15	
4	Place a Skip for communal waste use on Manor Road - at least once a year - lots of old furniture and things residents have trouble disposing of.		PC hire a skip one week a year - or have volunteers with truck to take to tip Aug: Jon will make residents aware of the Council's service to take away up to three items of furniture, etc. for £20.	No Further Action Required	Apr-15	

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5	Somebody is leaving wine bottles and beer bottles near the Ruth Popper playground in Manor Road		Aug: This turns out to be an individual situation that we can only address by cleaning up after them when litter is seen.	Closed	Jul-15	
6	We need a sign on the Ruth Popper playground saying no Dogs as Dog mess not Fox mess was found in the playground		Aug: Jon to look into signs.	Open	Jul-15	
7	Weeds getting big in Manor road		Aug: Jon to organise a WG to trim weeds in Manor Road as well as Swanston Fields.	Closed	Jul-15	
8	The alleyway from upper Manor road to lower Manor road is unusable because the Hedging is overgrown		Aug: Jon to organised a WG to clear this.	Closed	Jul-15	
<b>Hartslock</b>						
1	Concern about future development on Hartslock Road	1	Aug: PC to look into a development of a Neighbourhood Plan or Community Plan that will control where development could be allowed.	Open	Apr-15	
<b>General/ Parish Council</b>						
1	Concern that Whitchurch is anti-family: - Too expensive to buy 4 bedroom house for 2-3 children - Difficult to get School place - Toll bridge plus increase - They were lucky to get planning permission for extra bedroom so they could stay	1	Be more amenable to approving planning applications to add bedrooms to home. Concern noted and will be taken on board for future planning and Neighbourhood plan.	No Further Action Required	Apr-15	
2	Attended a PC meeting and felt unwelcome - as it were a closed meeting	1	Welcome visitors to PC meetings and ask them to introduce themselves.	No Further Action Required	Apr-15	
3	Cyclists Speeding down Whitchurch Hill - Strava App- King of the Hill - accident waiting to happen.		This is beyond the control of the Parish Council - although we are planning to monitor speeding generally including bicycles.	No Further Action Required	Apr-15	
4	Chiltern Sign in Village entrance - Area of Outstanding Beauty taken away.	1	Contact Chiltern Society of OCC. May 2016: Whitchurch sign competition in consultation with the school and residents to design new village signs.	Open	Apr-15	
5	Eastfield House - still concerned about Eastfield House next steps on Planning - is it a listed House?	1	Aug: Recent revised 'Façade' proposal for Eastfield House rejected by PC and SODC Planning. Jan: Council objected to the appeal.	Open	Apr-15	
6	Something for Teenagers to do in the village like a skateboard ramp at the village green.	3	VF Survey indicates that majority of residents would favour a basketball net on the VG. To be considered for future change.	Open	Apr-15	

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7	Notify residents when street sweeper is coming by so they can move their car	1	Aug: Biffa has indicated that they lean the streets at least once a month but cannot plan specific dates. There is a number on the OCC web-site to request cleaning of a specific areas if it is needed. Residents should contact them or the village clerk to request this.	Closed	Apr-15	
8	Need a street light down by tollbooth past Ferryboat	1	Aug: New streetlights have recently been added in the part of the High Street. If residents are still not happy they should clarify exactly where there is a problem to the PC.	Closed	Apr-15	
9	Difficulty in volunteer groups dealing with PC - unclear governance and roles and responsibilities (WOTHabs, Cricket club VG maintenance). Unclear on when insurance applies and doesn't.	3	Aug: WOTHabs is now a member of the VG WG and detailed guidelines are being developed for maintenance, as well as use of the field by the Football Club and School.	Closed	Apr-15	
10	PC is too worried about not spending public funds - should focus on address village maintenance and issues - Whitchurch residents can afford to pay if required.	1	Aug: Feedback noted - will take on board in future decisions.	No Further Action Required	Apr-15	
11	War memorial - raised issue of 'sprucing up' War Memorial in Village plan and no action taken.	1	In progress with Goring Heath PC.	Open	Apr-15	
12	Young people can't afford to buy a house in the village - there should be a 5 year moratorium on planning in the area to encourage development of low cost housing.	1	To be addressed as part of Neighbourhood Plan that we will investigate.	Open	Apr-15	

Open	41
Closed	18
No Further Action	9
<b>Total</b>	<b>68</b>