



TO COUNCILLOR:

G A Boulter
J W Boyce

Mrs S B Morris (Chair)
R E R Morris

Dear Councillors and the Residents of South Wigston *et al*

I hereby **INVITE** you to attend a meeting of the **SOUTH WIGSTON RESIDENTS' FORUM** to be held at the **FAIRFIELD PRIMARY SCHOOL, CHESHIRE DRIVE, SOUTH WIGSTON** on **WEDNESDAY, 28 JUNE 2017** at **7.30 PM** for the transaction of the business set out in the Agenda below.

If residents wish to discuss in confidence other issues that affect them and, or, the locality there is a surgery session with Councillors, Council Officers and the Police between **7:00 PM** and **7.30 PM**.

Yours faithfully

Council Offices
Wigston
20 June 2017

Mark Hall
Chief Executive

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6.	South Wigston Traders' Update	
	a) Christmas Capers 2017	
7.	Chair's Updates	
	a) Capital Projects Update	
	b) Forum Budget Update	
	c) Spending Requests	
8.	Items Raised by Residents and Suggestions for Future Items	
9.	Date of the Next Meeting	



For more information, please contact:

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Agenda Item 2

**MINUTES OF A MEETING OF THE SOUTH WIGSTON RESIDENTS' FORUM HELD AT THE
BASSETT STREET COMMUNITY HUB, BASSETT STREET, SOUTH WIGSTON, LE18 4PE
ON TUESDAY, 7 MARCH 2017 COMMENCING AT 7.30 PM**

<u>IN ATTENDANCE:</u>		
Chair - Councillor Mrs S B Morris		
COUNCILLORS (3):		
G A Boulter	J W Boyce	R E R Morris
OFFICERS IN ATTENDANCE (3):		
S J Ball	M Hone	Ms V Quintyne
OTHERS IN ATTENDANCE (23):		
A B Kind	I Stewart	PCSO Joshi (Police)
C Sutton	Inspector Cawley (Police)	R J Carter
C Walls	J Chenery	R Muggleton
C Walter	J Seale	R Pearce
B Fahey (Councillor)	K Hall	R Walmsley
D Gohil	M Ray	T Sumpter
E Hawthorn	M Towers	V Ward
I McEwen	P Chenery	Y Johnson
APOLOGIES (2):		
R Hughes		
D Cliffe (Voluntary Action Leicester)		

Min Ref.	Narrative	Officer Resp.									
34.	<p><u>LOCAL POLICING ISSUES</u></p> <p>Neighbourhood Inspector Cawley introduced himself to Residents.</p> <p>He explained that crime overall was decreasing in the area and that there were few shop break-ins along Blaby Road, South Wigston.</p> <p>A series of leaflets were placed on seats for residents to take away if they wished. The leaflets concerned the following: the South Wigston Police Team, Speed Watch Scheme and dog fouling. Dog fouling was still considered a prime issue in the area.</p> <p>Residents had no questions to ask the Police.</p> <p>The Police provided the crime statistics, as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 50%;">Policing Issues Offences</th> <th style="width: 25%;">Oct – Dec 2016</th> <th style="width: 25%;">Jan - Mar 2017</th> </tr> </thead> <tbody> <tr> <td>Burglary Dwelling</td> <td style="text-align: center;">13</td> <td style="text-align: center;">8</td> </tr> <tr> <td>Burglary Other (sheds, garages, businesses premises)</td> <td style="text-align: center;">7</td> <td style="text-align: center;">10</td> </tr> </tbody> </table>	Policing Issues Offences	Oct – Dec 2016	Jan - Mar 2017	Burglary Dwelling	13	8	Burglary Other (sheds, garages, businesses premises)	7	10	
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35.	<p><u>AMENDED MINUTES OF THE PREVIOUS MEETING HELD ON 07 SEPTEMBER 2016 (PRESENTATION ONLY)</u></p> <p>The amended minutes of September 2016 were agreed as an accurate record by those residents who attended that meeting.</p>										
36.	<p><u>DRAFT MINUTES OF THE PREVIOUS MEETING HELD ON 08 NOVEMBER 2016</u></p> <p>The draft minutes of November 2016 were amended to include the yellow parts pertaining to item 24(a) by a resident as it was stated significant parts were missing. A copy of the proposed amendments was circulated by a resident at the meeting. All Residents were given the opportunity to read the amended draft minutes.</p> <p>A copy of this document, marked as 'Addendum No. 1', is filed with these minutes.</p> <p>In considering the proposed amendments, the Chair stated that it was necessary to consider the local authority good practice guide (Knowles on Local Authority Meetings) on minute-taking as follows:-</p> <ul style="list-style-type: none"> • there is no right or wrong way to prepare minutes; • they should be brief , concise, decisive; • grasp the collective sense of the meeting; and • that a minute is not and never should be a verbatim record but a summary of the proceedings that includes only the essence of the discussion together with the decision and a sense of the reasons for coming to that decision. <p>The two residents who requested the amendments stated:</p> <p>Resident 1 stated that the amendment to section 25a changed little and contained nothing controversial. The top of the amendment said why the amendments were made. He also added a quick vote should be fine.</p> <p>Resident 2 who requested the amendments be made to the draft minutes stated things did not make sense nor recorded what residents said and that she had sent the amendments to Councillors for this meeting. Those who attended the November meeting were invited to vote if they wanted the amendments to the original draft November minutes to go through in full.</p> <p>Following a vote on this, one resident seconded the motion put by resident 1 and another resident said she wished to "third" it.</p> <p>On a show of hands, 7 people were in favour of having Resident 1`s amendments incorporated into the original draft minutes. There were no votes against and no abstentions.</p> <p>The motion was carried.</p>										
37.	<p><u>RESTRUCTURING OF SOUTH WIGSTON RESIDENTS' FORUM</u></p>										

Councillor Bob Fahey (Conservative), Martin Hone and Samuel Ball, (the latter two employed by Oadby and Wigston Borough Council), introduced themselves to the Residents Forum.

A Resident circulated a document titled "Changing the Forum". It contained 15 points for change to the Forum. She stated this paper was a further update of a previous paper she had brought to the previous Forum meeting.

A copy of this document, marked as 'Addendum No. 2', is filed with these minutes.

Items below note the issues which flowed out of the discussion from the paper titled "Changing the Forum" as follows:

- The Chair explained the background to this meeting agenda, referring to past meeting discussions and emphasised that although it was agreed to have a single item agenda meeting; at her discretion the Refuse and Recycling Consultation agenda item was an issue she was duty bound to share with Residents. This was an issue requiring Residents input and was likely for the future to have a big impact on the service to Residents and the Council's revenue.
- The Resident Forum Terms of Reference was shared with Residents. The terms of reference are exactly the same as those for Oadby and Wigston Resident Forums. Councillor Fahey stated he feels happy with the Resident Forum he attends and was merely an observer at this meeting.
- At this point a Resident asked to be excused from the meeting. He expressed the view that the room layout, even though he was wearing a hearing aid made it impossible for him to hear clearly what was being said.
- The Chair went through the paper previously handed out to Residents point by point.
- The Resident suggested the Forum agenda should be set at a pre briefing meeting with and agreed group of residents, maybe 3 residents with maybe a fourth one to observe. One could then step down then another step up in their place the next time to put the agenda together.
- The leader of the Council stated the Council would not consider such a pre-briefing agenda setting group as all three forums are governed by the same set of rules.
- The Resident stated this would be a way of avoiding ad-hoc meeting agendas and a way to discuss issues of real and substantive importance.
- The Chair confirmed there is a format in place noted at agenda item 10 for, all residents to bring issues for future meetings to the Chair.
- Councillor Boyce commented he had no opposition to points 3, 4, and 5.

	<ul style="list-style-type: none"> • The Resident stated too many presentations are brought to the meeting, Councillor Morris needs to listen to residents and items are not allowed to be discussed and what residents want to say is not always listened to. The Chair agreed that in the future there would be fewer presentations. • The Chair noted four presentations had been turned down but a leaflet had been allowed to be placed on Chairs in the room so residents would be kept informed. • The Chair added everything that is discussed in the Forum will be taken back and discussed with officers to find constructive ways forward. • At this point two residents walked out of the meeting. One of them commented that they were not “sitting and listening to all this bickering”, as they came to “hear something meaningful”. • The Chair agreed to implement point 8. She is at present working with staff on instigating a process for this. Councillor Boyce suggested as part of this change that proposals should be duplicated at the other two forums. • On point 9 .It was agreed to feedback to Residents what constitutes a quorum. • Point 10, 11, 12 and point 13 were agreed agreed. Point 13 links into the Council’s Key Performance Indicators (KPIs). • The Resident added it took 37 emails to get her requested changes accepted. The recorded items should be termed minutes and not notes. The Council’s Adviser on Council note taking processes stated there were no distinction between minutes and notes , as there is nothing that can be recommended to the Council’s Policy , Development and Finance committee by the Forums the committee merely receives recommendations. Some residents said they wanted the discussions recorded as notes. Another Resident said she wanted the papers classed as minutes. Remove • In relation to publicising the Forum, a resident suggested the Forum meeting dates, times and venues be listed in the Focus magazine.The Chair clarified that was not doable as the Focus newsletter is a Liberal Democrat publication which makes it a political publication like InTouch, unlike Letterbox which is non political and goes to every household in the Borough. • Residents on being asked if they had an issue with the changes said no. It is noted that Councillor Boyce on behalf of the Council has an issue with point 2. <p><u>Action:</u></p> <p>Access a portable hearing loop to use at future meetings.</p> <p><u>Action</u></p> <p>Circulate the Resident’s updated paper titled;” Changing the Forum” to</p>	<p>VQ</p> <p>VQ</p>
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	<ul style="list-style-type: none"> Residents are requested to guide the Council on this decision making process. This may lead to Oadby Depot closing. Recycling maybe contracted out of the County. Residents were requested to complete the form and give it to Samuel Ball tonight or send the form off to Customer Services at Bell Street. A Resident questioned what the cost would be if black wheelie bins were introduced. As yet this cost is not known Residents with large gardens were assured they would not be penalised as this is an authority for collecting not disposing of waste. A Resident wanted to know why County Council were allowed to tell this Borough how to collect and deal with the disposal of .This was because the County Council is the authority with responsibility for this work. They issue the licence for all Borough Councils to collect and dispose of recyclables and waste. County Council basically wants to keep the money that comes from the waste. Borough and District Councils will have to take the recycling to sites that the County Council dictates. A Resident noted that on the civic amenity site has reduced hours the Borough will get more fly tipping and it will cost more to clean it up. Councillor Boulter noted the Borough pays out for fly tipping. A week on Tuesday a report is to be received by the Council on fly tipping. The County does not charge for domestic waste but do for commercial waste being received at a tip. 	
39.	<p><u>ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS</u></p> <p>New Prison to be Built at Glen Parva</p> <p>The Chair requested Councillor Boulter (in his capacity as County Councillor) update residents on this matter.</p> <p>Points of the update were noted as follows:</p> <ul style="list-style-type: none"> A new prison is to be built on the same site on Tigers Road. A planning application was received by Blaby Council and Oadby and Wigston Council as consultees. The prison entrance runs through part of South Wigston. The consultation will be considered in April or May. Oadby and Wigston will then determine after Blaby. If Residents write into express a view, the view will only be accepted as a consultee response if it contains the word, "Object". The planning application is big and is on Crown land. Residents must note buildings on the site can be moved around anywhere, in relation to what it is "overlooking". A public meeting has already been held at Fairfield School. Another public meeting to be held in when we know which meeting the application will be heard. Residents were encouraged to attend it. The consultation will be about the entrance not the whole building. If there is enough time before the election Councillor Boulter is happy to arrange meeting. No meeting can be called if it is requested before Polling Day. Councillor John Boyce and Councillor Richard 	

	<p>Morris can. This depends on when the Blaby meeting is held. Residents were advised it was sensible to go for a meeting once Blaby Council `s report comes out.</p> <ul style="list-style-type: none"> • A Resident commented on the state of the Glen Parva prison fence, its inadequacy, prisoners scaling the fence being verbally abusive, displaying threatening behaviour to residents and escapees from the Jail. • Police have explained to the Resident the process for posting an alert when prisoners escape and the role of the 24/7 Police. • As a Borough Councillors, Councillors Boulter and Richard Morris are bound by Planning Regulations so are unable to make any comment. At the planning meeting they will address all the evidence before making a decision. <p>Items to Raised for the Next Forum Meeting Agenda</p> <ul style="list-style-type: none"> • Changing the Forum • Waste 	
<p>40.</p>	<p><u>CHAIR'S UPDATES (TO BE CIRCULATED)</u></p> <p>Oadby and Wigston Change Management Programme</p> <p>The Resident stated that at the November 2016 South Wigston Resident Forum meeting where she raised the issue of the Council's Change Management Programme and here she read out the contents of an email from Council Officer S Ball, questioning why Change Management was not on this agenda Chair's Budget Update.</p> <p>The statement read as follows as written by The Resident:</p> <p><i>"At the November forum meeting the Chair stated she is open to putting information about the Change Management training on the next Forum agenda. We asked about this last week and to quote Samuel Ball's reply.</i></p> <p><i>"An update in respect of the Change Management Programme shall feature as part of the Agenda item at the Forum`s meeting entitled "Chair`s Updates".</i></p> <p><i>The Chair`s Update is in front of us, but it has nothing about the Change Management Programme.</i></p> <p><i>The Programme was set up to oversee improvements in how the Council works. A report by Mr Penn, from the Local Government Association, identified issues including communication, decision making processes, management structures, culture and staff development. He said an action plan for improvement was required with a framework for cultural change and how improvement should be monitored and evaluated.</i></p> <p><i>The 2015 Local Government Transparency Code requires Councils to be open about decision making, and issues important to local people. So these are the two questions;</i></p> <p><i>Why have residents` requests for information on the Change Management Programme not been answered as promised? And when will this information be provided to the Forum?</i></p>	

	<p>The Chair asked Mr Hone to present his Change Management update to the Forum</p> <p>He explained that The Terms of Reference for the Council's Change Management Committee included:</p> <ul style="list-style-type: none"> • To provide oversight and scrutiny of any major change management projects being carried out within the organisation; • To provide oversight and scrutiny of any major staffing related issues that could affect the outcomes delivered by the Council; and • To make any consequent recommendations arising out of the above to the appropriate committee of the Council or to the Council. <p>He said that the workload of the Committee over the past year had focused on delivering the recommendations of the Penn Report – and that there were two recommendations: (i) A short-term action plan on immediate improvements. All the agreed actions have now taken place; and (ii) A longer term plan dealing with governance, etc. which the Council was working through with the Local Government Association (LGA) at the moment. It was said that the LGA were carrying out their on-site review later this month.</p> <p>Other work of Change Management Committee over the past year was said to include:</p> <ul style="list-style-type: none"> • Plans for service transformation • Recruitment and use of agency staff • Improving business and project planning • Performance management • The Council's four year efficiency plan • Asset management <p>Items for next month's meeting of CMC was said to include a report on the outcome of the public consultation on waste and a presentation by Investors In People on their assessment of the Council which was carried out last November.</p> <p>Chair Update on Grievance</p> <p>It was said that there was no update to give due to there being nothing new to report from the previous meeting. It was said that ongoing grievance and investigation at Oadby and Wigston Borough Council is still in progress and once concluded a meeting will be called.</p> <p><i>(All the associated information that is lawfully permissible to disclose is freely available online on the Council's website under the remit of the Change Management Committee by clicking here - https://goo.gl/IlvRfq).</i></p>	
41.	<p><u>DATE OF THE NEXT MEETING (TO BE CONFIRMED)</u></p> <p>The date of the next meeting will be circulated following the endorsement of the Council Schedule of meetings for 2017 to 2018. it is likely the next meeting date may be in late June 2017.</p>	

THE MEETING CLOSED AT 9.09 PM



CHAIR

WEDNESDAY, 28 JUNE 2017

Suggested amendments to the draft minutes of the 8 November 2016 South Wigston Forum: submitted by residents who spoke at that meeting

Residents do not agree that the draft minutes of the 8 November 2016 South Wigston Forum are a true and accurate record, because discussion of the Council's governance and management problems at item 24a is not true, accurate or complete, and, in places, does not make sense.

Residents have never asked for, or expected, a verbatim record of Forum discussions. However, the Forum is the only platform at which residents are able to 'challenge and give feedback on the performance of public services'. In the light of the 2015 Local Government Transparency Code, residents have the right to expect Minutes of the Forum meetings to be true, accurate and reasonably complete.

The suggested amendments set out below have been compiled and agreed by residents who spoke at the meeting. The wording of the draft minutes has been retained as much as possible. There are minimal changes to the Councillors' comments and answers – merely a few (highlighted) additions of things that have been omitted. Residents' comments and questions have been corrected where they do not make sense, are inaccurate, or have significant omissions. The amendments follow the order in which residents spoke.

The whole of section 24a should be replaced with the following text.

Item 24a.

SIR EDWARD GARNIER & OADBY AND WIGSTON BOROUGH COUNCIL

A vote was taken on a proposal to bring forward the Sir Edward Garnier issue previously raised. Fifteen people voted in favour of this. Following the vote, the Chair brought the item forward for open discussion. This was previously to be discussed under item 8 on the agenda.

The Chair read out a prepared statement on the matter. The Chair stated the current issue relating to the grievance between the Council and employees cannot be discussed. The matter is covered by law and Human Rights legislation.

Action: Circulate the written statement to residents.

The grievances raised were made back in May 2015. An investigation concluded in 2015. 214 grievances and more were said to have been made. The investigation dismissed them. The Local Government Association was brought in to do a thorough investigation. Only those interviewed were allowed to talk about it.

A resident noted that it seemed suspicious that none of the 214 grievances against senior management had been upheld. The Chair stated she could not discuss the grievance matter any further as it is not yet concluded.

The Chair was asked if she or any other Councillors apart from the Leader of the Council were involved in the grievance. **The Leader said he had met the investigator, Mr Penn, but the other Councillors said they had not.** This was done so Councillors were 'kept clean' from the matter.

The resident then asked whether the HR department were involved, and if not, why not? The Chair stated this couldn't be answered at this time. Questions can be asked once the process is over. Councillors can only raise questions once the process is over.

The same resident asked why the Councillors had not brought the issues to the Forum before, or after, putting the matter in the hands of the investigator. The Chair stated Councillors and the Public must be careful not to say anything on this matter as they may be liable to be sued if they say the wrong thing. The resident concluded by commenting that the subject should have been brought to the Forum before the Forum asked about it.

It was noted that some residents are upset by this matter and the monetary cost.

Another resident noted that the Chair's statement had chosen one positive statement from Mr Penn's report. The same resident quoted from the Under Secretary of State's statement from Hansard that;

“Mr Penn did not, however, give the council a clean bill of health. In a supplementary report on the organizational issues arising from his initial investigation, he found that there were, ‘.deep divisions between the Senior Management Team and the officers who took out the collective grievance.’ ”

The resident expressed concern that Mr Penn's report was written in February 2016, presented to the Change Management Committee in April 2016 – yet nothing has been reported to residents about the major management and governance problems. She expressed the view that Councillors needed to trust the residents and put their hands up and say when they have got things wrong. **The Leader said that the Council hasn't failed on services.**

The Council's Change Management Committee were said to be concerned residents had not been told anything.

The resident expressed an opinion that the Council is doing a “cover up”.

Another resident noted that Sir Edward Garnier is acting on behalf of residents, and from her own experience, his surgeries are always very busy. Sir Edward Garnier had written to the Chief Executive, Senior Management Team and Councillors many times on this resident's behalf over a period of several months with no response. The resident expressed the view that this is a clear example of an inefficient Council. Given that Sir Edward Garnier is acting on behalf of many people, the resident noted that he was in a very strong position to see that the work of the Council was being adversely affected without having to visit the Council offices in person.

Another resident said it wasn't about the Councillors trusting the residents, but rather about whether the residents can trust the Councillors. She pointed out that as residents we put the Councillors there to work for us. Another resident added that, “We pay your wages”.

Another resident noted that Mr Penn's report is about management problems and asked what the Councillors were going to do about those problems, and when were they going to do it? **Councillor Boyce said the issues couldn't be discussed because the employment issues were ongoing.** The resident expressed the view that the Leader was muddling employment issues with management issues. The resident was not talking about individuals, but asking about what is being done to put the management problems right, and in what timescale. He expressed the view that management style could be discussed as a separate issue and was obviously creating an atmosphere.

Another resident expressed concern about decisions that had been made, and expressed the view that the 9 people who had taken the initial grievances will have been going through hell. Why wasn't the issue treated as a whistleblowing? **The Leader interrupted the resident, saying that was stepping into dangerous territory,** and stated that 15 people were involved in the grievance. He noted that action is still being taken **and that he is dealing with five sets of lawyers.** The Penn Report went to the Change Management Committee and all reports do not go to all Residents Forums.

Another resident referred to the fact that Mr Penn's report made clear there were communication problems between senior management and other senior staff, so that they didn't feel they knew the direction they were going in – surely that was a failure of

management? If individual members of staff had nowhere to go – there should have been structures in place to do that. **Councillor Boyce interrupted, which annoyed the resident.** Councillor Boyce explained how grievances are dealt with in the Council.

The resident apologized for showing his annoyance but that he had been unnecessarily provoked by Councillor Boyce. The resident expressed concern that the change management process was needed - as the structures should have been there all along. He asked why management were talking about training councillors when that should have been a given, as many of them had been there for 20 years. The Chair noted the Council had gone through change in 2000 and 2008. On Change Management Training at the Council, there are two more months of training for Councillors. The Change Management Committee will not exist forever. The Council is doing all it can to resolve the situation acting within the law and therefore cannot resolve it until the law allows for resolution. The Chair will come to the next forum meeting and provide an update on progress.

Another resident stated the Council should have used the Forum as an opportunity for discussion when things go wrong. The Chair stated this Forum does not stop the opportunity to bring challenges to services by residents. Noting the Penn report the Chair stated this Council has done a significant amount but cannot share all the information.

Another resident asked whether the Mr Penn report was publicly available. The Penn report is freely available online. Richard Penn was suggested as an adviser to Oadby and Wigston Council by the Local Government Association. The grievance reports are not on the website. A second part of Mr Penn's report is on the website. The Chair stated the Penn document has many parts of it redacted. As it mentions peoples identities. The same resident suggested it would be helpful to have a joint meeting with all three Forums and questions submitted.

Councillor Boyce would like to brief Members on this issue but is unable to widely at this stage.

A resident noted a petition could be called to have an extraordinary meeting. The Chair noted that if the Council gets to the end of the employment process, the Chair can then call an extraordinary meeting. The Chair is concerned that if this is done next month and the issue is still not resolved she would still not be able to provide answers to questions in full.

A resident referred to comments at the end of Mr Penn's report which talk about the need for a change of culture. She had met Councillor Boyce at his ward surgery in May 2015, just after the member of staff's resignation letter had appeared in the Leicester Mercury. Yet residents are still being told nothing over 18 months on.

Another resident expressed concern that unless the senior management changes, the culture won't change. The Chair stated she is open to putting information about the Change Management training on the next Forum agenda. At the end of the Change Management Programme there will be some culture change and the Council will change if it is needs changing.

The same resident commented that Sir Edward Garnier mentions Mr Penn may have been known to the Council before he undertook his investigation. It was stated that Councillor Darr was a Councillor in Bradford twenty years ago and Mr Penn was an officer there.

Another resident asked whether Sir Edward Garnier could be invited to discuss the ongoing situation, if the offer were clear, whether he might come. Councillor Boyce noted that since February no invitation had been made to Sir Edward Garnier. On the last discussion with Sir Garnier it was expressed that Sir Garnier was to assist the Council to access funding. **The Councillors felt that at present, he may not be very welcome.**

Another resident stated he had a written commitment from the Chief Executive that, "Once

the Council has taken appropriate independent legal advice, it will openly publish as much information as it is able when the present situation has finally been concluded. I will ensure that you are notified of this when it happens." The resident asked whether the Chair would make the same commitment to residents, and that this should be included in the minutes.

There is a future commitment from the Chief Executive, Mark Hall, once the process is complete to, inform residents what has happened and when. The Chief Executive will provide a briefing on where the Council is at and make a statement once everything is over residents will be able to say what the case was about and know the cost.

Another resident asked that the Chief Executive should attend a Forum meeting in the near future rather than waiting for the process to be complete before informing residents what has happened and when. Likewise, Sir Edward Garnier should also be given the opportunity to attend a Forum meeting to respond to members' questions.

A resident stated that he thought tonight's meeting was a waste of time and he had come to the meeting to talk about an issue that affected Wigston.

Another resident expressed the view that the Forum meetings are not run in line with the constitution terms of reference: "to increase public involvement in public services; and to challenge and give feedback on the performance of public services." In addition, a Councillor's responsibilities include: "To communicate with local people and answer enquiries about decisions that affect them and as to why decisions are taken."

25. MINUTES OF THE PREVIOUS MEETING HELD ON 07 SEPTEMBER 2016

First three paragraphs to be the same as in November draft Minutes in the March South Wigston Forum public reports pack. After third paragraph, add:

Councillor Morris gave a guarantee that discussion about the Forum meetings would be on the next agenda, and asked residents to come prepared with ideas.

Changing the Forum: Update suggestions.

This is a combination of Changing the Forum, presented to the Forum meeting in November 2016 and incorporated into the minutes, and notes of a meeting five residents held with Cllrs Boulter and R. Morris at the November Surgery. They seemed to agree this at the meeting, but later said they neither agreed nor disagreed.

The aim here is not to change the constitution or structure of the forum meetings. The purpose is to increase participation and involvement of the public, and make them relevant and meaningful to residents. This is in line with the Council's Corporate Vision, Values and Priorities. It is also in line with the 2015 Local Government Transparency Code.

Forum Agenda and Format

- 1 Issues to be discussed will be substantive e.g. the present legal costs and management performance, the waste management issue, the prison application. The Forum is supposed to be about discussion, not just an information session.
- 2 The agenda to be set by an agreed group of residents and the chair.
- 3 The time given to residents' questions and views be increased substantially and put higher up the agenda.
- 4 The number of presentations to be reduced.
- 5 Standard penultimate agenda item to include AOB: Items Raised by Residents, AOB and Suggestions for Future Items
- 6 The Chair will sit at the front, preferably not behind a desk, and other councillors will sit in the body of the hall.
- 7 Councillors to accept responsibility for action points and report back to residents.

Finance

- 8 There will be no voting on money applications for over £200 on the night of the meeting. Applications should be submitted to the residents, in writing, to be considered at the following forum, and voted on.
- 9 There be an agreed quorum e.g. 10 residents before a vote can be taken on applications for Forum grants.

Administration

- 10 The agenda and minutes to be sent out 7 days before the forum.
- 11 The Forum will have minutes, amended and accepted and passed in the standard way.
- 12 Minutes to be put on line within 10 days of the Forum, clearly marked as Draft.
- 13 Amended minutes to be put on line within 10 days of the Forum at which the amendments are agreed.

Attendance

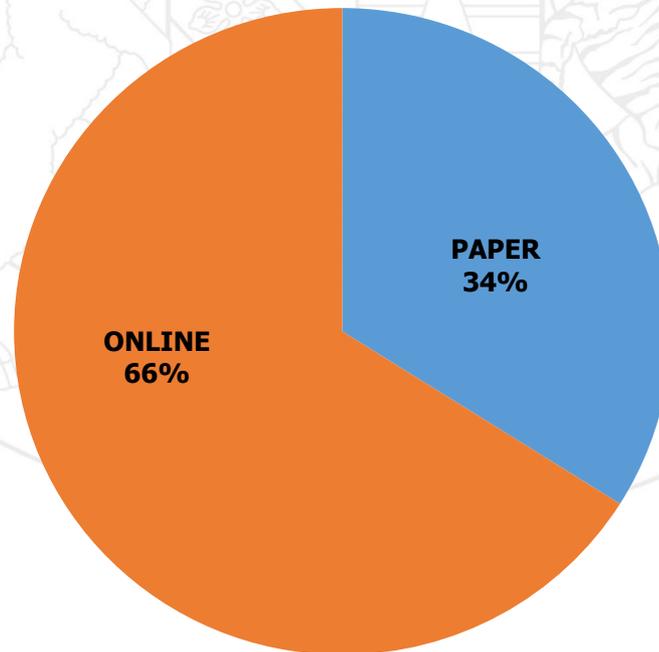
- 14 The Forum will keep an expanding list of attendees so that the agenda and minutes may be circulated to as many residents as possible to encourage involvement and attendance.
- 15 Attendance to be discussed and an action plan agreed to increase attendance and involvement.

We suggest we put these suggestions into practice for next 3 meetings. We then have a forum discussion about what has worked and what not, and whether adjustments should be made.

WASTE SURVEY RESULTS:

16 Feb – 12 Mar 2017

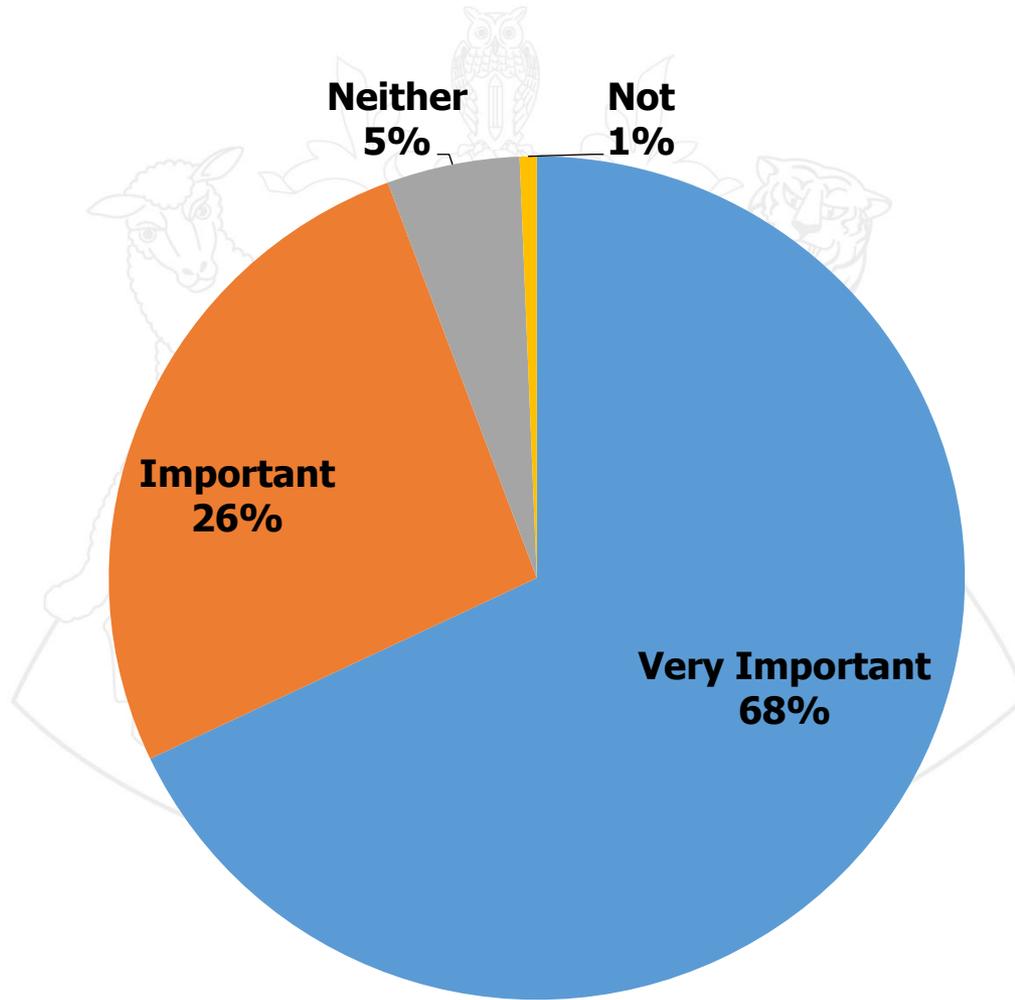
2,339 Total Recipients
(47% left a comment)



Method of survey completion:



Q1. How important is it that as a Borough we try to recycle more?



Q2. What do you value most about the current refuse and recycling services?



AVG	2.46
RANK	1st
	Frequency of collections
AVG	3.24
RANK	2nd
	No additional collection charges
AVG	3.48
RANK	3rd
	The free green waste collection service
AVG	3.98
RANK	4th
	The current recycling system
AVG	4.62
RANK	5th
	A high-quality safe service
AVG	5.01
RANK	6th
	The use of black bags for general waste
AVG	5.17
RANK	7th
	We have above average recycling rates

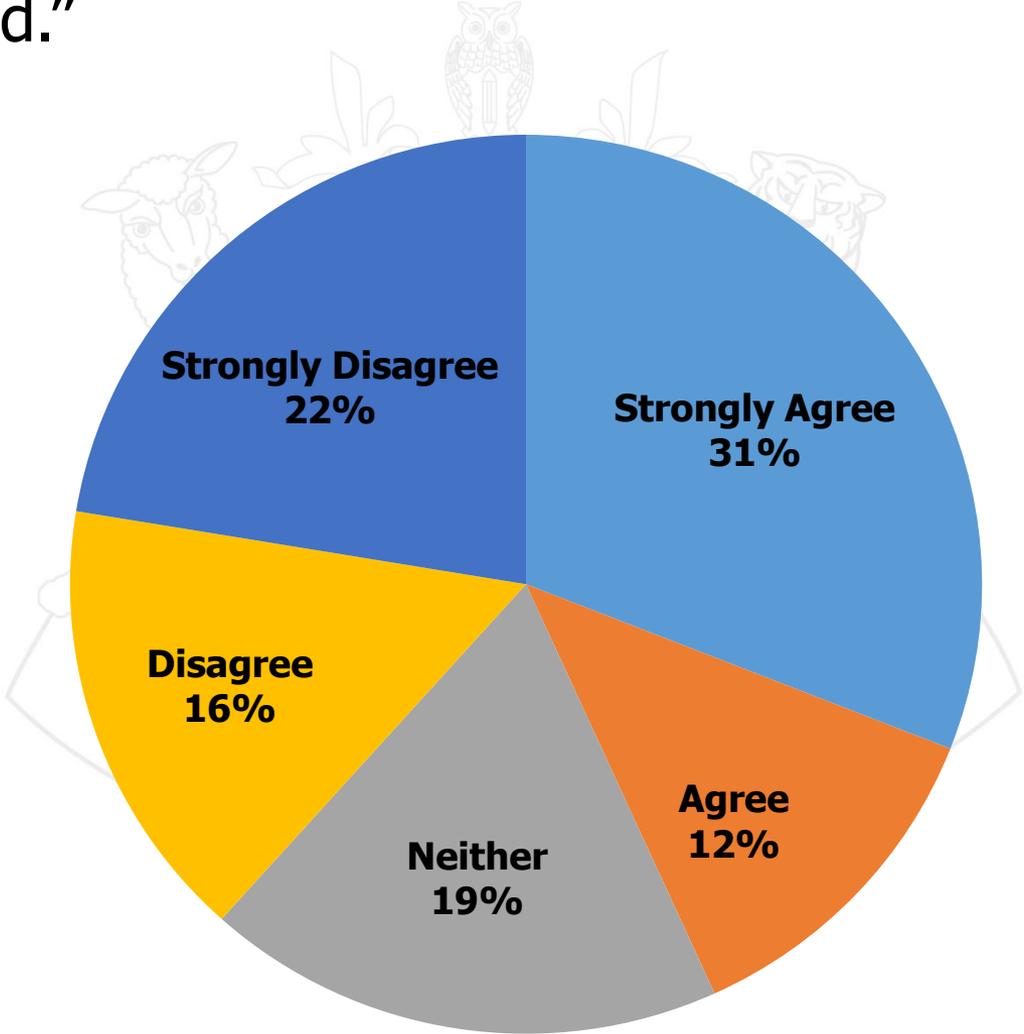
Q3. If the council has to make any changes what do you think is the most important factor to consider?



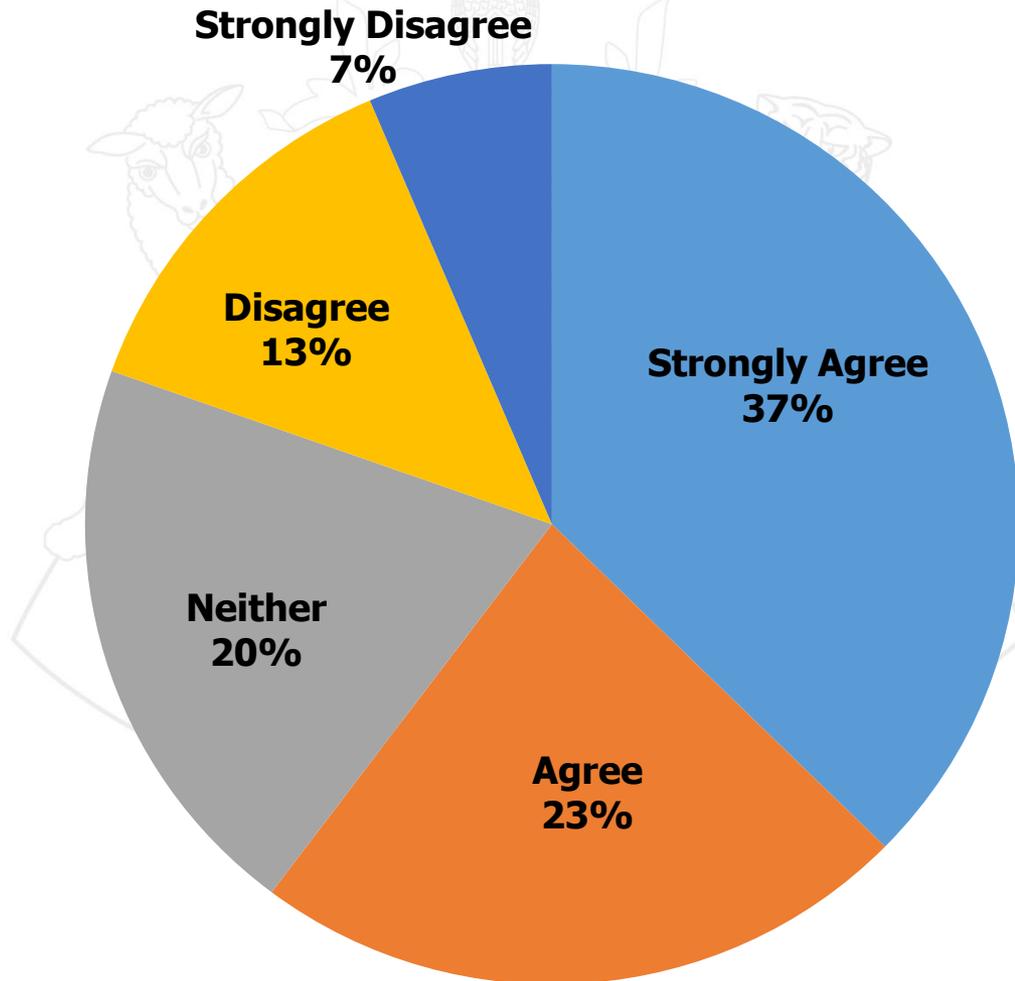
AVG	2.79
RANK	1st
	Keeping the current frequency of refuse collections
AVG	3.90
RANK	2nd
	Maintaining a free garden waste collection service
AVG	4.03
RANK	3rd
	Ensuring no additional charges are levied at residents
AVG	4.04
RANK	4th
	Making it easy for residents to recycle
AVG	4.96
RANK	5th
	A high-quality safe service
AVG	5.01
RANK	6th
	Keeping to the current black bags for general waste collection
AVG	5.36
RANK	7th
	Reducing our environmental impact
AVG	5.82
RANK	8th
	Saving money to protect other services



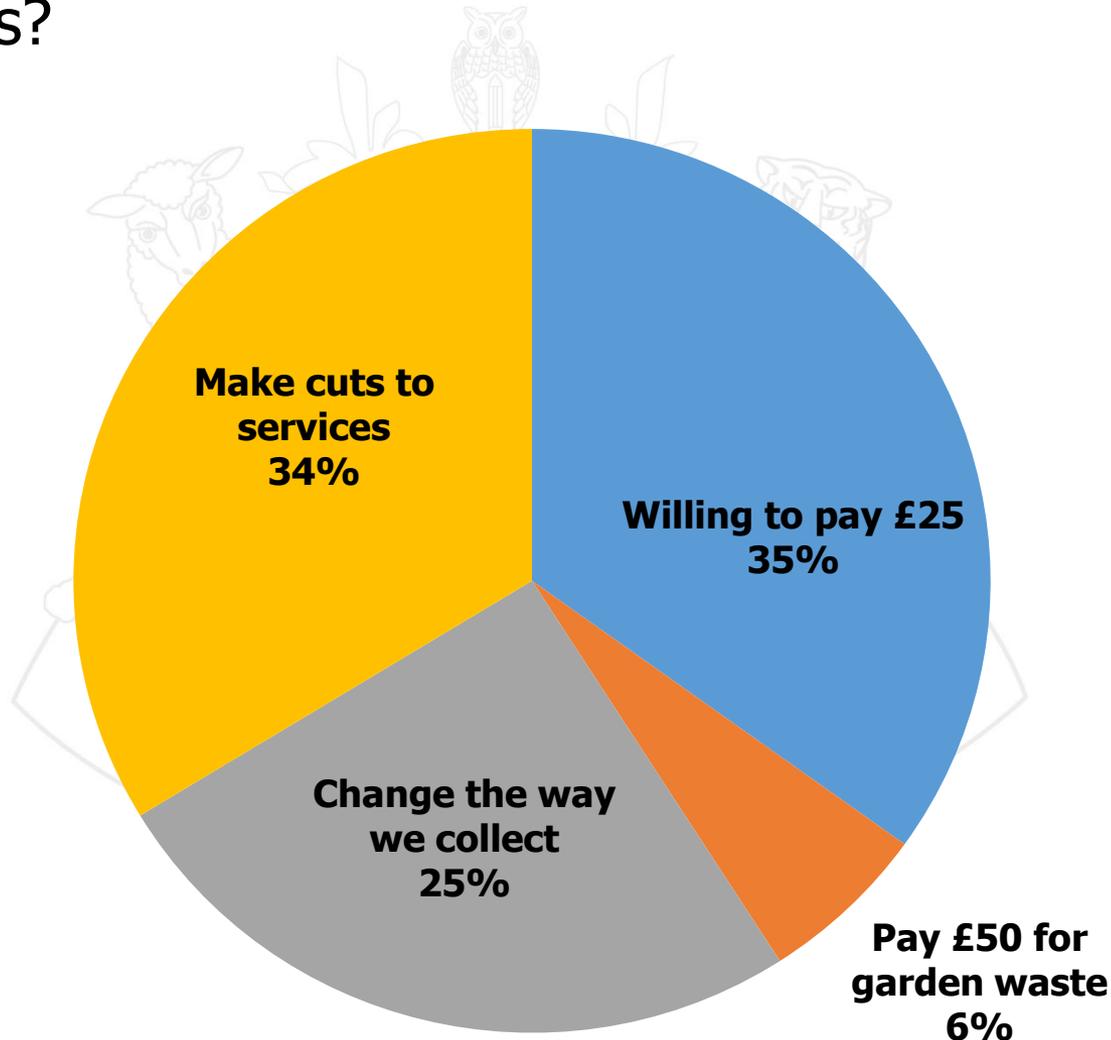
Q4. "Moving to a wheelie bin for general waste and recycling collections would make it better for my household."



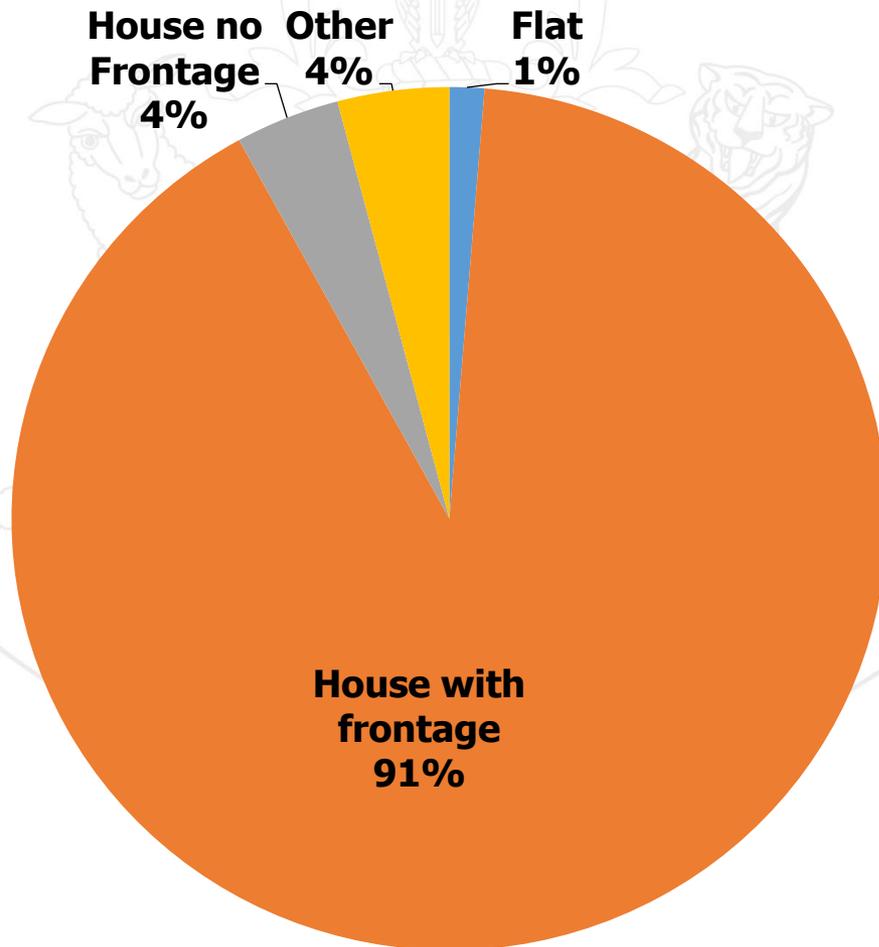
Q5. "Although many councils provide fortnightly waste collection services – if introduced it would cause hardship for my household."



Q6. In order to safeguard our existing waste services which statement below would best describe your thoughts?



House Type



Registered Disabled

