

**MINUTES OF A MEETING OF THE SOUTH WIGSTON RESIDENTS
FORUM HELD AT FAIRFIELD PRIMARY SCHOOL, CHESHIRE DRIVE,
SOUTH WIGSTON ON WEDNESDAY 12 MARCH 2015, COMMENCING AT
7.30 P.M.**

IN ATTENDANCE:

J Boyce – Chair

Councillors G Boulter , R E R Morris & J Gore

Residents in attendance: D Stone , W Simmons, A Kind, J Brookes, T Kenney, C
Huscroft, C Walter, R Pearce, P Diafca, B Bolton, M Glover, R Hughes, N
Riddington, R Carter

Others in Attendance:

V Quintyne (OWBC).J Cooke (Conservation Volunteers), C Cabor(TREC
Leicester)N Liddicom(Police), T Joshi(Police)

Apologies: Councillors S Morris & , [PC C Sutherley](#)

Min Ref	Narrative	Officer Resp																								
20.	<p><u>LOCAL POLICING ISSUES</u></p> <p>Police Officer Liddicom and T Joshi (Police Community Support Officer) provided an update on crime figures for the period since the Forum last met. This is summarised below:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;"></td> <td style="text-align: center;">This</td> </tr> <tr> <td style="text-align: right;">Last</td> <td></td> </tr> <tr> <td>Burglary in Dwelling has gone down:</td> <td style="text-align: center;">5</td> </tr> <tr> <td>6</td> <td></td> </tr> <tr> <td>Burglary Other than Dwelling:</td> <td style="text-align: center;">18</td> </tr> <tr> <td>4</td> <td></td> </tr> <tr> <td>Theft from Vehicle:</td> <td style="text-align: center;">8</td> </tr> <tr> <td>3</td> <td></td> </tr> <tr> <td>Theft of Vehicle:</td> <td style="text-align: center;">5</td> </tr> <tr> <td>0</td> <td></td> </tr> <tr> <td>Robberies:</td> <td style="text-align: center;">0</td> </tr> <tr> <td>0</td> <td></td> </tr> </table> <p>Bikes and gardening tools have been targeted. Investigations are ongoing and one suspect has been identified.</p> <p>Theft from motor vehicles has doubled. This includes Countywide</p>		This	Last		Burglary in Dwelling has gone down:	5	6		Burglary Other than Dwelling:	18	4		Theft from Vehicle:	8	3		Theft of Vehicle:	5	0		Robberies:	0	0		
	This																									
Last																										
Burglary in Dwelling has gone down:	5																									
6																										
Burglary Other than Dwelling:	18																									
4																										
Theft from Vehicle:	8																									
3																										
Theft of Vehicle:	5																									
0																										
Robberies:	0																									
0																										

theft figures.

Theft of vehicles has gone down. There have been no thefts in the past three months. This is the same in relation to robbery.

There has been three days of speed monitoring.
Anti-social behaviour has gone down. Anti-social; behaviour has transferred over a Saturday and Sunday to Wigston town centre.

The Policing model of working has changed since February 9th 2015. There are now more beat officers on patrol.

Response and investigation officer functions are now separated to allow for more community policing. Police Civilian Support makes an assessment as to the urgency of calls before they are allocated.

The Police apologised to Residents for the late response to the Dorset Avenue Church incident. This was due to the no show on Sunday following reports of misuse of the highway by a few attendees to a christening, as it was deemed non urgent. The Chair spoke to the Police Inspector at the time the incident took place.

The Church states it will in future only be hosting two baptisms at a time. The Police have met with the Church Pastors who expressed apologies for the incident. The Church took steps to minimise the impact of the incident .and acknowledged it was not in control of the behaviour of those who turn up to religious celebratory events such as a christening.

The Chair stated he only received two emails complaining about traffic issues and he responded quickly to residents about these. He also added that in the months since this church was established there has only been one reported incident. He also added there are a few planning issues re the church to be concluded Moving forward, the Police stated they would review their response criteria to incidents reported.

Residents voiced their concerns around speeding which is perceived to be more than a low level offence amongst people living locally.

A resident stated some children riding on the pavement in Saffron Road were a potential hazard. The resident spoke to the Police Commissioner about this problem.

The Police advise cyclists against riding on the pavements as it is illegal but stop short of prosecutions.

Cyclists are going through red lights at St Thomas Road.
The Police recognised that traffic slows when there is a Police presence. There is not the numbers of Police to have one kept

	<p>permanently at Dorset Avenue.</p> <p>A resident suggested placing a “slow“traffic sign in Dorset Avenue. This has already been agreed and paid for. The Chair thanked the PC and PCSO for their update to the Forum.</p>	
21	<p><u>CUSTOMER SERVICES TRANSFORMATION</u></p> <p>Residents heard that the Council’s Customer Charter is now out for consultation.</p> <p>Jacky Griffiths, Manager for Oadby and Wigston’s Customer Service informed the Forum a consultation on the Customer Charter is currently being rolled out across the Borough.</p> <p>Hard copies of the consultation summary and a consultation feedback form were distributed at the meeting. The following points were raised in discussion.</p> <p>Residents asked a range of questions about the potential effectiveness of implementing changes to the Charter and what the likely impact might be on them.</p> <p>The five day response to complaints will be upheld and clients will be told when to expect a full response. All email queries will be replied to.</p> <p>To address customer frustration with aspects of the current service a major new Telephony System is to be introduced. This will provide residents with access to an officer who can actually answer queries. Frontline staff will be provided with training to address residents` queries This will be backed up by a knowledge bank which is part of the IT system.</p> <p>In the Summer, Customer Services is to relocate to new offices in Bell Street. This move is to be formally announced. The Service will host a facility to view planning applications. To view older plans an appointment can be made at the Council office at Bushloe House, Station Road. Staff will be trained to use the computer to access older plans.</p> <p>The consultation being undertaken is likely to impact on the number of staff in the front and back ends of the service.</p> <p>It was acknowledged there is a shortage of staff at the Oadby Customer Services information point and there have been a few IT issues. These are being addressed. This part of the service is also going to receive extra publicity.</p> <p>Jacky Griffiths requested residents feedback their opinion on the Charter’s five key service areas being reviewed. This can be done either by returning the consultation form to the Council’s reception</p>	Residents

	<p>or going online to access the document on the Council`s website.</p> <p>In response to Councillor Gore`s question as to whether it would take five working days to answer a query, taking into cognisance post office delivery times and bank holidays, the officer affirmed this was correct.</p> <p>On concluding her presentation the officer was thanked by the Chair.</p>	
22.	<p><u>OADBY AND WIGSTON LIONS – FOODBANK PROPOSAL</u></p> <p>Chris Huscroft representing the Food bank made a presentation to the Forum to request financial support for the Food bank. Copies of his written proposal was circulated at the meeting and was also circulated electronically.</p> <p>Chris Huscroft provided an overview for the establishment of the Oadby and Wigston Food bank and the cohort of people it currently serves. The Food bank opened in June 2013, initially serving 54 people. The numbers have risen to 450 people. There is a regular attendance of some 100 people. This number includes people who are employed as well as unemployed</p> <p>The Foodbank pay Fairshare for 65 bags of food. There is a shortfall in supplies. Donations of food and support are provided by: Wigston and Washbrook allotments, Helping Hands, the Job Centre, and the Library service. Food donations are also received via the Tesco Superstore.</p> <p>The Food bank will be providing cooking skills to people accessing the Food bank from March 2015.</p> <p>The Food bank proposal requested funding of £1,000 from the Forum to help purchase food stuffs to meet its shortfall. The Forum agreed to grant the Food bank £1,000 for this purpose.</p>	
23	<p><u>OADBY AND SOUTH WIGSTON COMMUNITY FIRST RESPONSE – DEFIBRILLATOR PROPOSAL</u></p> <p>Rick Moughton and Trish Bentley, Oadby and Wigston First Responders presented a proposal to the Forum requesting funding to enable them to provide equipment to support the role of First Responders in the Borough.</p> <p>The Responders gave the Forum an overview of why the First Responders scheme was needed. It came out of recommendations in the Government 1999 green paper Saving Lives – Our Healthier Nation and strictly follows EMAS (Emergency Ambulance Service) operating guidelines.</p> <p>The Responders proposal requested funds of £1,200. This funding is to help pay for a defibrillator machine. This machine is used to save lives by resuscitating the heart, due to a heart attack. Funding to cover the purchase of ancillary equipment was also requested.</p>	

	<p>Costings for ancillary items were outlined as follows:</p> <ul style="list-style-type: none"> • Carrying bags- £50-£65 • Blood Pressure Monitor-£75 • BloodL level Sugar Monitor £30-£40 • Fluorescent Safety Jackets <p>It takes £2000 to provide a full First Response kit.</p> <p>A resident proposed the Forum award the First Responders initiative £2000 to buy the next kit. This was agreed by all residents present.</p> <p>Following conclusion of the presentation, it was agreed First Responders will provide an update to the Forum in six months time on how the funding has been used and the impact of its use on behalf of the people of Oadby and Wigston.</p>	RM TB
24	<p><u>SOUTH WIGSTON TRADERS UPDATE</u></p> <p>The Traders Association informed the Resident Forum that they had attracted one new member since the last Forum meeting.</p> <p>Residents heard that Christmas Capers 2014 was viewed by residents as a success.</p> <p>There is to be a two day event taking place in South Wigston from the 19th to 21st June. The Food bank has been booked into this event.</p> <p>A request was made to the Forum for £4000 to support Christmas Capers 2015. It was agreed to award the sum of £4,200.</p> <p>£3,150 was requested to support the Christmas lights. This award would support the purchase of icicle lights to go down Canal Street and down to the Salvation Army. The lights attracted thousands of people to come out and share the event. The Forum agreed to award the sum of £3,000 to the Traders for this purpose.</p>	
25	<p><u>CHAIRMAN'S UPDATES INCLUDING CAPITAL PROJECTS UPDATE REQUESTS FOR SPENDING AND UPDATE ON FORUM BUDGET</u></p> <p>A hard copy of the Resident Forum Budget Update Report was circulated at the meeting.</p> <p>A resident queried when a flagpole in Blaby Park was to be erected.</p> <p>The Chair noted The South Wigston Resident Forum funding gets some top up monies from the local Council budget.</p>	
26	<p><u>ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS</u></p> <p>Residents at the Resident Forum meeting raised the following concerns:</p> <p>Cigarette butts are being thrown onto the floor outside Blaby Park</p>	

<p>and South Leicestershire college. There is also an excessive amount of litter and bottles, some broken. A lot of rubbish is collecting by the bus stop near the chemist shop. The Chair explained there was weekend working in this stretch by the cleansing officer, but none on Mondays.</p> <p>A spring fayre is taking place Saturday May 9th in Bell Street, Wigston. As a thank you to local people, the Sausage Sizzle will take place again.</p> <p>Following a questionnaire carried out about parking and noting many people using Bassett Street are parking without paying the 50p, an officer is working with the College and on the relocating of the tapping point at Jacobs.</p> <p>A report is to come to the next Resident Forum meeting on parking in this area.</p> <p>Station Street car park is full. There is to be a meeting with the bus company about this.</p> <p>A resident asked why the shoe factory land could not be used as a car park. The Chair replied that car parking spaces will be created as part of the housing development. Sandford Works has 12 houses and little parking. The City will not be implementing resident parking and there are no road schemes in the city council strategy. A resident noted there is double parking on Gloucester Crescent. This is viewed as a serious problem which the Police need to address.</p> <p>On the question as to who removes persistent graffiti from the railway bridge leading to South Wigston train station, the Chair explained this is the responsibility of the Railway network. An officer is liaising with the Railway network to see what can be done to discourage this.</p> <p>A resident noted that a plaque commemorating the opening of South Wigston train station in 1996 has been lost. South Wigston Station Group is addressing how to replace it. A proposal is to be brought to the Resident Forum as to the cost of replacing the plaque. It is estimated the replacement will cost between £100 to £150 pounds.</p> <p>Aylestone Lane bridge is to be replaced. Saffron Road bridge is to be incorporated. The rail line strengthening at Market Harborough will create an electrification problem.</p>	<p>Chair VQ</p> <p>Chair VQ</p>
---	---

The Meeting closed at 20:50