

**MINUTES OF A MEETING OF THE WIGSTON RESIDENTS' FORUM HELD AT THE
COUNCIL OFFICES, STATION ROAD, WIGSTON ON WEDNESDAY, 14 SEPTEMBER 2016
COMMENCING AT 7.00 PM**

IN ATTENDANCE:

Chair: Councillor B Boulter

Councillors: L Broadley, F Broadley , K, Loydall, K Chalk,

Residents in attendance: C Towell, A Schofield, G Schofield, M Butler, J Butler, J Naylor, G A York, D Foreman, P Lapworth, R Carter, Mr & Mrs Needles, Mr & Mrs Rogers, M A Sturgeon, B O Hilton, D G Barker, L Wills

Others in Attendance: PC Damien Hyatt, V Quintyne (OWBC), J Griffiths (OWBC),

Apologies: Councillor LA Bentley, D Cliffe, D Barker, Mr & Mrs Lobb

Min Ref.	Narrative	Officer Resp.
9.	<p><u>MINUTES OF THE PREVIOUS MEETING HELD ON 12 JULY 2016</u></p> <p>The Minutes of the previous meeting held July12th 2016 were accepted as a true and accurate record following an amendment at point 62. The amendment notes, with regard to a possible illegally established car wash. The car wash is at Leicester Road and Kingston Avenue, not Leicester Road and Long Street.</p>	
10.	<p><u>LOCAL POLICING ISSUES</u></p> <p>The Police presented the crime figures covering the past three months.</p> <p>Burglary – 3 Burglary other than housing- 5 Theft from motor vehicles- 10 Vehicles from Oadby and Knighton were targeted. Theft from motor vehicles – 0 (2 in the past 28 days). Criminal damages 20. Theft from stores – 27 Robbery -1 A segway (an electronic skateboard) was stolen. This is being investigated.</p>	
11.	<p><u>PRIDE OF THE BOROUGH & LITTER CAMPAIGN</u></p> <p>East Midlands in Bloom visited the Borough to judge gardens. The outcome of the visit should be known by September 17th 2016.</p> <p>There are now 37 businesses in the Pride of the Borough Loyalty Card scheme. Card membership remains at £5 per year. The cards are available from Brocks Hill Conservation Park and Centre, Oadby Library and Customer Services on Bell Street.</p> <p>The Borough Litter Campaign continues to develop its work with primary schools. This follows a competition with schools to design an anti litter campaign poster. There were 187 entries. The winning poster was displayed across the Borough. The runner up poster is to be displayed across the borough.</p>	

	<p>More residents are being encouraged to join the litter picking groups. Volunteers identify the areas which they think require a litter pick team. Litter pickers are provided with; high visibility vests, litter pick gloves and litter pick sticks. The local media is to be used to publicise the project. The overall aim is to spread the message that, in society it is unacceptable to drop litter.</p> <p>Every third Saturday sees: local people bulb planting and litter picking in Oadby and Wigston. For more information, contact Brocks Hill Country Park and Centre, Washbrook Lane, Oadby, Leicester, LE2 5JJ. Email: Potb.oadbywigston@gmail.com or www.prideoftheborough.or. Tel: 07874228491.</p>	
12.	<p><u>CUSTOMER SERVICE UPDATE</u></p> <p>The centre opened in Bell Street October 12th 2015. Its aim is to provide a more modern, professional and acceptable service to residents and other customers. It has a front facing team and a telephone services team.</p> <p>Staff are trained to deal with a range of queries and services. They have undergone comprehensive training. Since 2015 there has been a 200% increase in service delivery.</p> <p>Two customer service satisfaction surveys are carried out annually. The next one will be in October and residents were encouraged to complete a consultation form. Through past surveys customers expressed a 100% satisfaction with services provided. An online service is in development.</p> <p>The Customer Services Centre is currently consulting customers .A leaflet was circulated at the meeting about how to engage in the survey. The Council Tax Support Scheme is also managed from Bell Street.</p> <p>The current Scheme is also consulting residents on budget savings .Residents are being invited to give their views on how the Scheme to help shape it for 2017 to 2018.The consultation ran from 4th August to 28 September 2016.</p> <p>The consultation was available online at: consultations.Leicester.gov.uk. A questionnaire for residents' views on this Scheme was also circulated at the Forum meeting.</p> <p>To the question as to why a customer service centre could not be opened across the Borough, it was explained the cost did not add up. There is a drop in service in Oadby Library from 10am till 1pm. A visiting service is available where residents cannot access Bell Street. A similar service was trialled in South Wigston. It was under used and therefore closed.</p> <p>A resident expressed concern about being able to access planning documents online. The public cannot view original documents within the centre. The Customer Service Manager will report this to the appropriate service within the Council. A resident suggested access to a paper copy of the document would be helpful.</p>	
13.	<p><u>BELL STREET UPDATE</u></p> <p>The new Wigston post office opens in the old Co-Op building September 30th 2016.The post office is to carry out a 6 week consultation with</p>	

	<p>residents. A resident suggested the consultation should be placed on electronic notice boards in the borough.</p> <p>Radio Leicester is visiting each of the Leicestershire town centres. The radio station is to visit Oadby and Wigston to meet residents next week.</p> <p>Consultation on the pedestrianisation of Bell Street is coming to a close. An update on vehicular access will be shared.</p> <p>A service of dedication to the memory of William Ewart Boulter, a decorated soldier in the great war. An interpretation board is to be installed. This will explain why he was decorated for gallantry.</p> <p>A resident complimented the way the service of dedication was organised. An additional notice board is being considered by the Council's Senior Management Team for Bell Street.</p> <p>A resident expressed concern that it was difficult to find space on the Council's notice boards to put up a poster. It was asked if guidelines can be written on what size of poster can be pasted and for how long.</p> <p>Action: A request was made for information about placing posters on the borough's notice boards and their removal. This is to be brought back to the next Forum meeting.</p>	VQ
14.	<p><u>LEISURE FACILITIES UPDATE - PRESENTATION</u></p> <p>A representative of Everyone Active provided an update on the developing services since the build of Wigston and Parklands pools and fitness centres. A paper copy of his presentation was circulated at the meeting.</p> <p>The Wigston pool and centre was opened December 2015. The Parklands centre and pool in January 2016. Both centres have been extremely well used since opening. There have been activities for: children, young people, those with disabilities, including the availability of wheel chair hoists and a programme launched for those with diabetes.</p> <p>A variety of clubs have been using the provision. From walking clubs to children holiday activities to GP referrals.</p> <p>Activities to come range from: trampolining, girls clubs ,family fun days and dieting groups.</p> <p>Resident concern was expressed about the following: The potential for swimmers to be inappropriately photographed or spied on whilst swimming.</p> <p>On the walkway to the school drive, a planning application to open the foot path is in progress. Residents are free to object or agree removal of one of the high fences.</p> <p>Talks are being held with the school regarding the tarmac foot path.</p> <p>The path from the main Oadby and Wigston Road through to Brocks Hill needs to be addressed. Health and Safety states the path needs to be lit with 15feet lights to be safe. There is an ongoing court case to be concluded before further action can be taken.</p>	

	<p>Part of the railing by the Wigston pool is maintained by the school, in a potentially dangerous condition. This could lead to injury.</p> <p>Action: The Chair is to investigate this.</p>	
15.	<p><u>AGE CONCERN UPDATE</u></p> <p>Age concern is to provide a presentation at the next Forum meeting.</p>	
16.	<p><u>CHAIR'S UPDATES</u></p>	
16a.	<p><u>CAPITAL PROJECTS UPDATE</u></p> <ul style="list-style-type: none"> • A seat is to be installed in the Bus Shelter near the health centre. • Oadby and Wigston Civic Society award for the trees for the Willow Avenue area is to be released. • A litterbin at Horsewell lane is to be fitted. 	
16b.	<p><u>REQUESTS FOR SPENDING AND UPDATE ON FORUM BUDGET</u></p> <p>Phoenix Therapies submitted a revised proposal for an award of £1000. This programme is to assist residents to access a mental health and well being support programme. This is to be delivered in Wigston.</p>	
17.	<p><u>ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS</u></p> <p>County Council Future Savings</p> <p>The County Council is seeking to save £10 million pounds. Options are being explored. For example, pothole repairs and other services provided. Councils are to be requested to take responsibility for some services. Three cuts a year is not viewed as a good saving.</p> <p>The Green Waste subsidy is to be stopped. From 2018 payment for all recycled waste is to be stopped. By 2018 the County Council may be keeping the revenue collected for the waste.</p> <p>The Council is to meet to discuss this and decide on future action. Residents will be consulted before the decision is made.</p> <p>The Government Revenue Support Grant is to be stopped by 2020. The business revenue rates will remain with the local Council.</p> <p>This will not compensate for the cut in the Government Revenue Grant. Some services will be reconfigured and other front line services saved. 100 homes a year are to be built in the borough. A 5 year land supply needs to be maintained.</p> <p>A concerned resident asked if there were plans for several councils to amalgamate to address areas of public service provision. For example transport. It was clarified that this is a long way off and Government would</p>	

	<p>have to agree to this.</p> <p>In relation to a question of building of housing near to highways. It was clarified that; a builder would have to pay a subsidy for such building of properties. It was questioned whether there were any plans to increase train services. This was a concern due to garden flooding.</p> <p>Sir Edward Garnier Parliamentary Speech</p> <p>A concerned resident asked for information on the Sir Edward Garnier Parliamentary speech.</p> <p>The Chair explained this concerned a staffing issue. Members were not involved in this. The complaint from which the speech arose was a complaint being addressed by the management, and advice taken from the Local Government Association.</p> <p>The Council has a sum of money in its budget to deal with employment issues. There has been no effect on front line services. Services to residents have not been affected by this issue.</p> <p>Little Hill Community Centre Build</p> <p>A concerned resident asked if Little Hill Community centre is to be built. The Chair stated this is an ongoing issue. The idea is to build something which is cost neutral. A partner needs to be found to pay for its running cost.</p> <p>Greening of the Borough</p> <p>The Greening of the Borough meeting is next week. Peace Park has won a green flag award. The vacant Park Ranger and the Assistant posts have been advertised.</p> <p>A concerned resident wanted to know when the bungalows near their property are to be completed. A Council officer is keeping an eye on their development.</p> <p>With regard to the maintenance programme on Bell Street landscaping, residents were informed that; a contractor has agreed to match fund the trees for 2 years They were dying due to lack of watering. This has now been resolved.</p> <p>A concerned resident questioned if the electric company will refurbish the black pad. Work has been going on for a week and more whilst children were going to school. The barriers were being manipulated. The Chair stated that the County Council charge contractors for closing footpaths for prolonged periods.</p>	
18.	<p><u>DATE OF THE NEXT MEETING</u></p> <p>Date: November 16th 2016 Time: 7pm Venue: Council Office, Council Chamber, Station Road, Wigston LE18 2DR</p>	

THE MEETING CLOSED AT 8.45 PM



CHAIR

WEDNESDAY, 16 NOVEMBER 2016
