

**NOTES OF A MEETING OF THE OADBY RESIDENTS' FORUM HELD AT THE
OADBY COMMUNITY CENTRE, SANDHURST STREET, OADBY ON
WEDNESDAY 11 DECEMBER 2013 COMMENCING AT 6.30 P.M.**

IN ATTENDANCE:

Councillor D Carter – Chairman

Councillors Mrs S Dickinson, D Gamble, J Kaufman, Mrs R Kanabar, L Darr, S
Haq, Mrs L Kaufman, B Dave

Officers in Attendance: Roy Roberts (OWBC), Juan Pardo (LCC), Sandra Parker (OWBC), Fiona Barber (OWBC) PC T Hazell, Sgt Sheela Kaya, Tim Sacks (ELR CCG)

Residents in Attendance: Mrs Hadden, J F Potts, Mrs M Whearity, Mrs Deborah Needham, David Tomkins, Glenda Tomkins, David Fletcher, Michael Ellis, Cynhia Foulds, Jan Row, Anne Bond, EA Keywood, J Feber, Maurie Worthington, G Austen, D Courtney, S Wells, Keith Turrón, Robert Highcock, Heather Highcock, Pamela Findley, Robert Dvanfield, L Hill, M Yates, J Bunce, Howard Smith, Dawn and Lawrence Harrison, Ruth Turner, Dr T K Chowdury, Keith Turner, S Smith, N K Ross, Michael Thornton, Kay Relf, Heather Newman, D J Burton, M G Burton, Zuffar Haq, Derek Humphreys, Sue Poole, Angela Shok, Peter Bliss, Rita Waite, Des Waite, David Sauders, C& S Marlow, David Bromley, A Torr, Peter Ballard, Ann Squires, Jack Hill, Ewen Cameron, W Cockbarn, S Williams, Philip Coomes, J Littlewood, Mrs S J Allen, Simon Lucas, Salim Barwany (actual 110)

Apologies for Absence: G P Sutcliffe, John Vickerstaff

Min Ref	Narrative	Officer Resp
1	<p><u>POLICE MATTERS</u></p> <p>PC T Hazell updated the meeting on the appointment of the new LPU (Local Policing Unit) Commander for Oadby & Wigston, Inspector Steve Bunn, taking over from Inspector Sian Walls who ran the LPU for the previous 20 months.</p> <p>Steve's most recent role, prior to taking over at Oadby & Wigston involved strengthening partnership working to improve service delivery and management of anti-social behaviour (ASB) across Leicestershire and Rutland.</p> <p>Inspector Bunn can be followed on twitter @OadbyWigstonLPU</p>	

PC T Hazell then updated the meeting on the latest local crime figures, which are detailed below. He explained that the figures were for the period from September – December 2013 compared to the same period in 2012.

	Current	Comparison
Burglary Dwelling	31	26
Burglary Other	18	23
Robbery	4	0
Theft of Motor Vehicle	2	4
Theft From Motor Vehicle	33	14

Drug Use

Last year: 8 crimes – 8 detected

This year: 14 crimes – 10 detection and 2 Under Investigation

ASB

Currently Good – current open reports only between neighbours.

St Peters Court – Still open, however we have an open report which details officers attending regularly. Contact with Warden who states he is happy with police presence and that problem seems to have been resolved – matter to considered for closing.

Priorities

- To combat theft from motor vehicles (Issued: August 2013)
Defrost campaigns – Police patrols in the morning, free ice scrapers available at police station.
- To continue to engage in operations designed to disrupt and prevent burglars operating in the Oadby area (Issued: August 2013)
Operation Glimmer – During Diwali – 100 hours of overtime with addition patrols.
- To tackle anti-social behaviour (ASB) within the Oadby area (Issued: August 2013)

Residents Concerns

In response to concerns regarding LCCs decision to either dim or

	<p>turn off streets on certain streets in Oadby the police agreed to bring a report to the next meeting outlining the impact. Cllr J Kaufman informed the meeting that the decision was based on the LCC budget consultation were 67% of people said reducing or turning of street lighting was an area were the authority could make a savings. Cllr Kaufman to provide police with details of the streets affected.</p> <p>In response to concerns regarding the growing presence of drug dealing on Coombe Park Car Park and a suggestion that there be an increased presence, the police agreed to take the issue back for consideration.</p> <p>The police informed the meeting that with regard to the regular damage that has taken place to the Pathway Jetty that they were progressing action against one individual seen as being involved.</p>	
<p>2</p>	<p>IMPROVING URGENT CARE SERVICES - REVIEW</p> <p>Tim Sacks, Chief Operating Officer, East Leicestershire and Rutland Clinical Commissioning Group (ELR CLG) outlined the case for the review of urgent care services.</p> <p>Tim first outlined what ELR CLG were responsible for, that being Hospitals, Community healthcare, Mental health services and Managing prescribing, and what NHS England Area Team (Leicestershire and Lincolnshire) were responsible for (Local GP services, Dentists, Pharmacies, Ophthalmologists, Specialist services).</p> <p>One of their key responsibilities for ELR CLG is to ensure good quality urgent care is available when patients need it.</p> <p>Urgent care services deal with health conditions which are urgent, but are neither life-threatening nor emergencies, such as minor injuries and illnesses, and can be accessed without an appointment at hospitals, walk-in centres and GP surgeries. They might typically include, minor burns, cuts and wounds, skin complaints, rashes, minor injuries to the head, back, and shoulders, coughs, colds and flu-like symptoms, and constipation, vomiting and diarrhoea.</p> <p>The purpose of urgent care services review is to ensure ELR CLG commission safe, timely, effective and value-for-money urgent care services that meet the needs of local people, and that they ease pressure on busy A&E services.</p> <p>The case for change was set out as being that patients were confused about where to go for what service, variations in peoples'</p>	

use of GPs' out-of-hours services, inconstant urgent care services. For those who use them urgent care at walk-in centres and minor injury/illness centres usually means shorter waiting times than A&E and they are highly valued, plus almost half of minor injury unit cases would have gone to A&E if the units had not been there.

Time Sacks informed the meeting that their approach to the review would be to **analyse** current urgent care services, **assess** the need for urgent care services, **listen** and respond through public engagement, **identify** the options that best fit people's needs and **ensure** the options they come up with are consistent with other strategies.

The range of current urgent care services across East Leicestershire and Rutland were presented to the meeting, the Oadby & Wigston Walk-in Medical Centre was stated as being an 8am-8pm service, 365 days a year. There was no uniformity of service so one of the things they would be looking at was providing a uniformed 7 day a week service across the area.

Furthermore, urgent care services in the area are currently the responsibility of NHS England, but that from April 2015 they will be the responsibility of ELR CCG. This includes urgent care services provided at the Oadby & Wigston Walk-in Medical Centre. Until NHS England's announcement, the 8-8 centre was not part of the ELR CCG plans. The meeting was assured that the purpose of the review was not to close the Oadby & Wigston Walk-in Medical Centre, but to maximise the potential of the centre as well as ensuring that it works with the wider model of urgent care the ELR CCG will be putting in place across East Leicestershire and Rutland.

The meeting was informed that the Oadby & Wigston Walk-in Medical Centre was by far the busiest of the drop-in services across the Leicestershire with 34,000 users (9,000 users Oadby, 12, 000 Leicester, and the rest other), and that the views of local people will play an important part in helping the ELR CCG draft its options for a future service. People so far had told them that it was important to have services close to home, to be seen quickly by trained staff with the right equipment and to have adequate parking and good transport networks. Data from the current service, such as referrals and the reasons why, will also be used. Following this period of consultation proposals would be drawn up and full consultation on a number of options would take place between February and March 2014.

Tim Sacks further outlined the range of other events ELR CCG would be attending or putting on to allow people to share with them their views and opinions. They apologised for not being able

to attend the South Wigston Residents Forum, but said they would be attending the Wigston Residents Forum on Monday 16 December 2013.

Events that will focus specifically on urgent care services are also being run and details and registration instructions are available on the organisations website:

Date: Wednesday 18 December 2013
Venue: The Three Swans Hotel, Market Harborough
Time: 6-8pm

Date: Thursday 16th January 2014
Venue: Lutterworth
Time: Evening

There is also an online survey where people can give their views at: <http://www.eastleicestershireandrutlandccg.nhs.uk/get-involved> or they can send their comments to communications@eastleicestershireandrutlandccg.nhs.uk. Tim stressed the need for people to share their views so that the options reflected their needs.

Residents issues and proposals for the urgent care service in Oadby:

- The need for an X-ray service, clients currently been sent to A&E, though the meeting was informed there is an X-ray service at Harborough.
- The ability to address the need for minor stitching, though currently available this is dependent of medical staff being on duty with the right skills.
- That the wider range of services delivered from the centre continues as they are just as important. It was noted that short term GPs contracts were being reviewed by NHS England.
- That a basic guide setting what is available, where and for what purpose be developed and marketed affectively, e.g. shops, GP services, Pharmacies, etc.
- The 111 service to also have a clear understanding of what is available and where.

Tim Sacks agreed to take residents concerns regarding the Out Of Hours service (unresponsive to the needs of a client who ended up at A&E the next day), to colleagues responsible for the services, and residents concerns regarding the inconsistent delivery of services at GP surgeries and their wish to see pharmacists provide a wider range of services that could take the pressure of GP surgeries to NHS England.

3

OADBY & WIGSTON COMMUNITY SAFETY PARTNERSHIP

Sandra Parker, Oadby & Wigston Borough Council Community Safety and Tenancy Manager outlined the objectives of the partnership and its vision that by working together with those that live, work and visit the Borough to tackle crime and the fear of crime, they will make the Borough a safe place to work, live and visit.

The partnership is made up of a range of agencies that include Leicestershire Police, Fire Authority, Leicestershire Probation Trust, Leicestershire County Council, Youth Services, Health Services, Oadby & Wigston Borough Council, and number of public, private and voluntary and community sector organisations.

After consultation with residents and partners the partnership agreed the following local priorities and objectives:

Priority 1 – Reducing the Levels of Crime in the Borough

Priority 2 – Tackling Anti Social Behaviour

Priority 3 – Supporting People At Risk In Our Community

Some notable achievements for the partnership:

- Joint Community Based Surveys: out of the seven Leicestershire districts Oadby & Wigston Borough came top for the percentage of residents that felt people using or dealing drugs, or being harassed or intimidated, was not a problem,
- Out of the seven Leicestershire districts Oadby & Wigston Borough was second with 84% of people agreeing that the police and other local services are successfully dealing with ASB and Crime,
- Domestic burglary down 15%, while Other Than Dwelling burglary down 13.9%,
- ASB down 52.3% over the past 5 years (2415 incidents in 2008/9 compared to 1152 in 2012/13),
- Improved awareness and reporting of hate incidents/crime, numbers increased from 5 to 12 over the year, and
- 83.6% on Joint Community Based Survey feel police and other local services are successfully dealing with ASB and crime.

The meeting was informed that the partnership was part funded by the Police and Crime Commissioner, Sir Clive Loader, and that is future Challenges /Opportunities involved continuing to work with Police and Crime Commissioner, along with closer working with Leicestershire supporting Families project (*Troubled families*)

	<p><i>agenda</i>) and the Clinical Commissioning Group, and sustaining performance in light of the impact of Welfare Reforms and potential reduction in funding.</p>	
4	<p>CHILDREN AND YOUNG PEOPLE</p> <p>The planned presentation was cancelled due to illness and will be brought to a future meeting.</p>	
5	<p>OADBY TOWN AND CENTRE ASSOCIATION UPDATE</p> <p>David Fletcher, Chair Oadby Town and Centre Association, updated the meeting on the association's efforts to promote and market the town centre.</p> <p>The new festive lights and trees are now up and will be on from 2.00pm till midnight to the end of January 2014. For 2015 the association will be looking to expand upon the range of lights.</p> <p>Their business brochure is delivered to households across the Oadby 3 to 4 times a year.</p> <p>Plus they have begun building links with local schools.</p>	
6	<p><u>LEICESTERSHIRE COUNTY COUNCIL ISSUES</u></p> <p>Juan Pardo (Community and Places Officer – Leicestershire County Council) had no pressing issues to raise with the forum.</p> <p>A paper outlining the best ways for residents to raise issues regarding highways was distributed at the meeting. The methods ranged from phoning and email to post, though it was stressed that phoning was the most effective and that residents should make sure that they get a reference number so if there is a query it can be chased up.</p> <p>Following a questions from residents regarding the build up of leafs on sidewalks, etc., it was clarified that Oadby & Wigston Borough Council have responsibility for cleaning the highway and LCC for maintaining the highway.</p>	
7	<p><u>CHAIRMAN'S UPDATES</u></p> <p>The meeting considered information contained within the Chairman's Updates document.</p>	

	<p>GRIT BINS</p> <p>Grit bins have now been installed at the locations agreed and approved by the forum and residents within the vicinity of each location.</p> <p>Agreed locations: Burton Close/Atherstone Close, Wickham Road/Fairstone Hill, Devonia Road, Malham Way, The Elms on Brocks Hill, Windrush Drive, Lowcroft Drive</p> <p>It was requested that the Forum looks at introducing more Grit Bins. The meeting was informed that this could be considered for the next year. We would need to agree locations, assess them against the criteria, and then bring them back to the Forum for it to agree.</p> <p>FLUDES LANE AND COOMBE PARK</p> <p>The budget allocated for information boards has not all been spent. Agreed that this would be chased up and a update provided to the next meeting</p> <p>REQUEST FOR SPENDING</p> <p>The Chair presented a request from an elderly resident for a bench to be provided at a local bus stop at Briar Walk, opposite No. 1. Residents approved the funding request of £180.</p> <p>There was a request that a further two litter bins be provided at Coombe Park. The previous cost was £700. However, whose responsibility it was for providing the bins was questioned, so it was agreed that this would first be investigated and brought back to the next meeting.</p> <p>COMMUNITY ENGAGEMENT QUESTIONNAIRE</p> <p>Roy Roberts informed residents that copies of a questionnaire had been placed on their seat and that the OWBC were seeking their views on how the forum could be improved. Prepaid envelopes were provided for residents to return by 17th January 2014. The results to be presented to the next meeting.</p>	
8	<p><u>ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS</u></p> <p>Sandhurst Street Car Park. The meeting was informed that 40 extra parking spaces had been created and that the council were</p>	

<p>still looking at the removing the blue spaces.</p> <p>A resident felt that the litter problem in Oadby was getting worse. The meeting was informed that OWBC were taking action to address litter and would focus on any hotspots identified by residents</p> <p>A resident asked were they could get copies of the survey carried out LCC on which they made decisions regards switching off lighting or dimming them. The meeting was informed that it was currently being delivered to all households.</p> <p>The issue of flooding along Fludes Lane was raised. The Chair agreed to investigate.</p> <p>150 home development at Cottage Farm. Following a short discussion and much interest, particularly with regards to what was seen as inappropriate consultation, it was agreed to postpone the meeting and reconvene a special meeting in the New Year to provide residents with sufficient time and space to air their concerns on this topic.</p>	
--	--

The Meeting Closed at 8.50 p.m.