

NOTES OF A MEETING OF THE WIGSTON RESIDENTS' FORUM HELD AT COUNCIL OFFICES, STATION ROAD, WIGSTON ON MONDAY 16TH DECEMBER 2013, COMMENCING AT 7.00 P.M.

IN ATTENDANCE:

Councillor B Boulter – Chair

Councillors L Bentley, R Eaton, L Eaton, K Loydall, M Charlesworth, J Gore, L Broadley, F Broadley

Officers in Attendance: Roy Roberts (OWBC), Juan Pardo (LCC), Sandra Parker (OWBC), Fiona Barber (OWBC), Roz Lindridge (ELR CCG), Emma Rogers (ELR CCG), PC Paul White, Insp Steve Bunn,

Residents in Attendance: P Cousins, Mr & Mrs Rogers, M Essinger, Mr & Mrs Needles, M A Sturgeon, C Towell, A Stewart, Mrs Ambrose, J & M Elliott, M Daetwyler, L Pires, Mr & Mrs Wagner, C Robinson, D Walton, R Hailes, S Lonsdon, D Crommentuijn-Marsh, M Drage, R Rockett, J & S Webb, D Barker, R Carter, D Foreman, A & G Schofield, G & L Blackburn, C Huscroft, B Herbert, M Briggs, R Dickson, C Long, M Butler (actual 46)

Apologies for Absence: Barry Hilton, Mary Hilton, H Loydall.

Min Ref	Narrative	Officer Resp
1	<p><u>CIVIC SOCIETY AWARDS</u></p> <p>Colin Towell, Chair of Oadby and Wigston Civil Society, presented the organisations certificates of commendation for good design and development in the borough to:</p> <ol style="list-style-type: none"> 1. Waterloo Housing Association and Long Brother of Leicester Limited for their project at Willow Place, Wigston. 2. Martin Design Partnership for the refurbishment of the workshop at The Factory at 33a Central Avenue, Wigston. 	
2	<p><u>POLICE MATTERS</u></p> <p>Inspector Steve Bunn informed the meeting that he was the new LPU (Local Policing Unit) Commander for Oadby & Wigston 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</p>	

involved strengthening partnership working to improve service delivery and management of anti-social behaviour (ASB) across Leicestershire and Rutland.

Inspector Bunn can be followed on twitter @OadbyWigstonLPU

PC Paul White 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	14	12
Burglary Non Dwelling	22	29
Robbery	3	1
Theft of Motor Vehicle	5	8
Theft From Motor Vehicle	32	16

ASB

There are pockets of anti Social Behaviour in Wigston currently. This is predominantly groups of young people on Friday evenings. The beat team are currently tackling this by conducting dedicating patrols and working closely with youth workers.

Priorities

To tackle and reduce vehicle crime & Burglary Non dwellings - various operations and initiatives running and are working with partnership agencies in order to tackle the problem.

Crime prevention Advice

PC Paul White provided some seasonal advice regarding not leaving vehicles running on driveways unattended on frosty mornings, keeping valuable looking presents out of view when leaving them under the Christmas tree, and reminded residents that the police have a batch of number plate safety screws that can be collected or delivered if they email him.

Residents Concerns

Residents were reminded that if they belief a vehicle is obstructing the highway or access on a pavement that they should contact the police.

3 IMPROVING URGENT CARE SERVICES - REVIEW

Roz Lindridge and Emma Rogers, East Leicestershire and Rutland Clinical Commissioning Group (ELR CLG) outlined the case for the review of urgent care services.

Emma 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).

One of their key responsibilities for ELR CLG is to ensure good quality **urgent care** is available when patients need it.

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.

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.

The case for change was set out as being that patients were confused about where to go for what service, variations in peoples' 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.

Emma Rogers 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. Currently there was no uniformity of service so one of the options they would be looking at was providing a uniformed 7 day a week service across the whole area.

Furthermore, urgent care services in the area are currently the responsibility of NHS England, but 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 service and ensure that the service provided best met the needs of the area. That included looking at the location.

The meeting was informed that the Oadby & Wigston Walk-in Medical Centre was highly used with 34,000 users, 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 had so far 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. 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.

Further events during this consultation period were presented to the meeting, one event that was specifically on urgent care services would be taking place at:

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

Details and registration instructions are available on the organisations website.

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. The officers 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:

- The lack of transport between Wigston and Oadby was seen as a barrier to residents in Wigston using the Oadby & Wigston Walk-in Medical Centre, and that travelling to the LRI is easier for those without transport.
- Wigston residents were assured that ELR CCG the location of the service would be considered, as well as co-locating services at other buildings in the area.
- Hard copies of the consultation document to be provided to those

	<p>residents who required it. RR to provide list to be provided to ELR CCG.</p> <p>Roz Lindridge and Emma Rogers agreed to clarify whether GPs were billed each time one of their patients attended the Walk-in Medical Centre.</p>	
<p>4</p>	<p><u>OADBY & WIGSTON COMMUNITY SAFETY PARTNERSHIP</u></p> <p>Sandra Parker, Oadby & Wigston Borough Council Community Safety and Tenancy Manager outlined the objective of the partnership and its vision as 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.</p> <p>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.</p> <p>After consultation with residents and partners the partnership agreed the following local priorities and objectives:</p> <p>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</p> <p>The meeting was informed that current Policing priority for the local neighborhood (Wigston) was to reduce anti social behaviour in and around Wigston Town Centre, and to reduce, prevent and detect thefts from motor vehicles and burglary other than dwellings.</p> <p>Some notable achievements for the partnership:</p> <ul style="list-style-type: none"> • 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 was down 13.9%, • ASB down 52.3% over the past 5 years (2415 incidents in 2008/9 compared to 1152 in 2012/13), 	

	<ul style="list-style-type: none"> • 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. <p>The meeting was informed that the partnership was part funded by the Police and Crime Commissioner, Sir Clive Loader, and that its future Challenges /Opportunities involved continuing to work with Police and Crime Commissioner, along with closer working with Leicestershire supporting Families project (<i>Troubled families agenda</i>) and the Clinical Commissioning Group, and sustaining performance in light of impact of Welfare Reforms and potential reduction in funding.</p> <p>A resident raised concerns regarding ASB caused by cyclists and skaters along Bell Street, and the possibility of having a digital locked gate or automatic bollards. Sandra agreed to take these concerns back to the partnership for consideration.</p>	
<p>5</p>	<p><u>CHILDREN AND YOUNG PEOPLE</u></p> <p>The planned presentation was cancelled and will be brought to a future meeting.</p>	
<p>6</p>	<p><u>WIGSTON TRADERS ASSOCIATION UPDATE</u></p> <p>Louise Pires and Adrian Stewart from the Wigston Traders Association updated the meeting on the funding they were allocated by the Forum for Christmas lights.</p> <p>The meeting was informed that the lights across the town centre and the switch-on event that took place on 30th November 2013 had been received very positively, and was welcomed by all.</p> <p>There were issues regarding litter that the Association would be addressing next year with vendors, but stated they were unable to address concerns regarding toilets due to costs. However, they would be speaking to businesses in the area about promoting the use of their amenities.</p> <p>For 2014 the Association was planning an Easter Bonnet Hunt and activities around Sport Relief, along with their hopes for a bigger and improved Christmas light switch-on event.</p> <p>The meeting thanked the Association for their efforts and for putting on a wonderful festive event.</p>	

7 **LEICESTERSHIRE COUNTY COUNCIL ISSUES**

Juan Pardo (Community and Places Officer – Leicestershire County Council) had no pressing issues to raise with the forum.

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.

Residents Issues:

- Wakes Road Roundabout. Meeting informed that they should be working by the end of the week, but there were concerns that this was a hotspot and what the police would be doing to maintain order. There were also questions regarding whether or not barriers would be erected back or not.
- Blocked drains along Bulls Head along by Aldi. These have been blocked for sometime. The meeting was advised that LCC no longer do scheduled checks and that if residents have such concerns that they should ring LCC and that they would be addressed.
- New GP service on Station Road. Questions regarding the right turn into the development and why there are no traffic controls.
- Paddock Street. Concerns that the requested pedestrian crossing has not been actioned.
- Concerns on the Little Hill Estate regarding cars parking on both sides of the road creating an obstruction. Issue to be reported to the Police.
- Concerns regarding the lack of publicity around the changes to the opening time of the waste site at Oadby. The meeting was informed that it was now closed on Thursday and Friday
- Their was also concerns regarding the lack of information from Leicestershire County Council regards cutting street lighting to a number of roads in the borough from mid-night, e.g. Penzance Avenue.

8 **CHAIRMAN'S UPDATES**

The meeting considered information contained within the Chairman's Updates document.

GRIT BINS

The meeting agreed the approved release of £2600 to fund 12 Grit Bins that had been agreed at the meeting in March 2013. The bins had been installed at the agreed locations ready for use over the winter period.

	<p>It was further agreed to fund the instalment of additional bins at a cost of £600.</p> <p>COMMUNITY ENGAGEMENT QUESTIONNAIRE</p> <p>Roy Roberts informed residents that copies of a questionnaire had been placed on their seats 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>	
<p>9</p>	<p><u>ITEMS RAISED BY RESIDENTS AND SUGGESTIONS FOR FUTURE ITEMS</u></p> <p>The Chair confirmed that the funding for the Bell Street development had now been approved and would now be progressing in the new year, and that the trees would remain.</p> <p>Pennywise on Bell Street. There was concern that their stock was beginning to protrude on to the highway and obstructing the pavement. Issue to be passed to the Police.</p> <p>A resident informed the meeting that the street lights around Moat Street/Long Street had gone again.</p> <p>A resident pointed out that the Paddock Street Bus Shelter is a mess and that it required tidying up.</p> <p>Bull Head/Moat Street Lights. Concerns that the sequencing of the lights make it dangerous, but there have been no recorded accidents so LCC has been unwilling to take notice.</p> <p>The chair referred a number of the highways issues to the County Councillor Michael Charlesworth to take-up on behalf of residents.</p>	

The Meeting Closed at 8.50 p.m.