

**MINUTES OF A MEETING OF THE OADBY RESIDENTS' FORUM HELD  
AT OADBY BAPTIST CHURCH, OADBY ON WEDNESDAY 19 MARCH  
2014, COMMENCING AT 6.30 P.M.**

**IN ATTENDANCE:**

Councillor D Carter – Chairman

Councillors L Kaufman, J Kaufman, S Dickinson, S Haq, Z Haq

**Officers in Attendance:** M Smith (OWBC)

PC M Fenwick (Leicestershire Police)

PCSO J Darby (Leicestershire Police)

K Blanks (Leicestershire Healthwatch)

S Kara (The Carers Centre)

D Pegg (NHS England)

A Anderson (NHS England)

**Residents in Attendance:** K Ross, K Ellis, Dr T K Chowdury, S Lucas, Mr & Mrs Tomkins, Mr & Mrs Coomes, I Roe, M Dalby, M Bradley, S Bolton, D Bromley, D Needham, A Cunliffe, R Turner, K Turner, J Vickerstaff, M Worthington, G Williams, N Pooni, L Harrison, D Harrison, D Burton, A Day, P Newman, H Newman, J Bunce, N Wheeler, D Wheeler (Actual 46)

**Apologies:** Pat and Peter Bliss

Min Ref	Narrative	Officer Resp
21.	<p><b><u>LOCAL POLICING ISSUES</u></b></p> <p>PC Fenwick gave an update of crime figures between 16<sup>th</sup> December 2013 and 15<sup>th</sup> March 2014 for the Oadby area. The update was as follows;</p> <ul style="list-style-type: none"> <li>• Theft from Shops are up by 17 to 36 in the last three months. 2 arrests have been made in connection to these.</li> <li>• Criminal damage has reduced by 13 to 33.</li> <li>• Theft has risen by 10 to 33.</li> <li>• Burglaries are up 2 to 16. 3 arrests have been made in connection to this including 1 within the 24 hours prior to the forum.</li> <li>• Theft from Motor Vehicles are down 3 to 14.</li> <li>• Burglaries from areas other than dwellings are down 5 to 11. There has also recently been an arrest and successful prosecution in relation to this.</li> <li>• Drugs related offences are down 3 to 5.</li> </ul>	

- ASB levels have decreased between 15% - 25% due to police targeting prolific offenders and increasing patrols in the Oadby area.

PC Fenwick confirmed to the forum that the Oadby Beat Team's priorities are ASB and Burglary.

The forum asked about the street lighting outages implemented by LCC and if it has had any effect on the level of crime within the area. At present no increase in crime has been recorded but figures are being monitored. One resident stated that his shed has recently been broken into and due to the lack of street lighting no one was able to see the registration of the car they made off in. PC Fenwick reassured the forum that pro-active measures are in place and on-going in order to prevent these instances. The break in is an on-going case so cannot be discussed. Another resident stated that fuel had been siphoned from his vehicle whilst the street lights were off; 4 offences of this nature have been recorded in total and are being looked at. It was confirmed to the forum that in order for street lighting to be reinstated LCC must be contacted directly regarding any issues residents have. The contact details for LCC can be found on every lamppost switched off at night.

Concerns were raised regarding speeding vehicles around Hunters Way where it joins the A6, particularly around school times. PCSO's in the beat team are responsible for each Oadby school and will provide an update at the next forum regarding these issues. Volunteer teams with speed guns will be trained and deployed within the Oadby area. Drivers of speeding vehicles will receive a written notification in the first instance. Poor parking in the area around school times is also an issue which the police are currently working with the schools to resolve.

The forum asked if there was any possible update regarding a break in at Tibbets. PC Fenwick confirmed that arrests have been made in relation to this but no further information can be shared as it is an ongoing case.

PC Fenwick was asked if there are any figures available relating to accidents on the McDonalds roundabout showing the impact of the new traffic lights. No figures are available as yet.

Residents raised concerns of ASB in the car parks

	<p>around the Grange estate. PC Fenwick confirmed to the forum that signs informing people of ongoing monitoring at the car parks are on order and will be placed as soon as possible. In the mean time Police will continue to move people on as necessary.</p> <p>Concern was also raised regarding suspected drug dealing taking place on Fludes Lane around 8.30am between school children and an individual on a pushbike. Police are aware of this as there has been 3 reports in total and are investigating. Police are aware there is a 'youth den' in the area and Fludes Lane has always been a problem area due to underage drinking. The area has now been declared as an alcohol free zone which gives the police the power to remove drink from individuals in the area. Patrols will increase in the interim.</p> <p>In relation to underage drinking in the area residents also raised concerns with the junction of Lowcroft Drive and Highcroft Avenue as there is smashed glass on the roads. This is predominantly linked to young people drinking alcohol bought for them by others from Sainsbury's or Bargain Booze. Patrols will increase in the area and officers will approach shops suspected of serving underage young people. There is also a known issue of youths approaching people in the Sainsbury's car park and asking them to buy alcohol for them.</p> <p>Residents expressed that they are grateful Uplands Park is closed overnight as this seems to have lessened the amount of ASB in the area.</p>	
22.	<p><b><u>LEICESTERSHIRE COUNTY COUNCIL – COMMUNITY FORUMS</u></b></p> <p>In reference to the Chairman's Update document circulated to all present at the start of the forum it was announced that Leicestershire County Council is withdrawing from all Community Forums within Leicestershire. This decision is directly related to the budget cuts taking place at County level. This only affects the Borough's Resident's Forums insofar that a member of Leicestershire County Council staff will no longer be attending them. Any points raised through the forums that are the responsibility of the County Council will be recorded and passed on to the relevant Councillor to pick up.</p>	
23.	<p><b><u>HEALTHWATCH PRESENTATION</u></b></p>	

Following an introduction Kevin Blanks delivered a presentation to the forum on the work of Leicestershire Healthwatch.

Leicestershire Healthwatch is the “new consumer champion” for health and social care. This follows the belief that the scrutiny of health and social care is best undertaken by members of the public, in part due to the thousands of deaths that took place during the Mid-Staffordshire Hospital scandal.

There are, at present, 1448 members within Leicestershire Healthwatch although they are regularly advertising for new members to join. At County level Leicestershire Healthwatch is thought of so highly that they currently have two seats on the Leicestershire Health and Wellbeing Board. Through this they work directly with commissioners to buy in required health services. As Leicestershire Healthwatch are not voting members on the Health and Wellbeing Board they are able to argue against approved votes.

Kevin went on to state that Leicestershire Healthwatch can only raise the views of Oadby and Wigston residents at their meetings if Oadby and Wigston residents raise them with Healthwatch. An example of an issue looked at by the Leicestershire Health and Wellbeing Board is the Winterbourne View Care Home scandal.

Healthwatch is currently reviewing complaints made against the NHS and is also able to signpost individuals on to health services such as dentists etc.

Between April 2013 and April 2014 Healthwatch held 24 engagement events with 1009 attendees. From this Healthwatch gained 210 new members. Each borough within Leicestershire had a consultation event with Wigston’s taking place in November 2013. Healthwatch hope to develop good links with borough and district councils as well as voluntary groups.

Healthwatch are also seeking to establish ‘Healthwatch Ambassadors’ in each district. These ambassadors would be intermediaries between people within the borough and Healthwatch itself. ‘Healthwatch Champions’ would sit below ambassadors to represent areas within one borough, such as St Peters, to capture issues within those areas and feed them upwards.

	<p>Kevin closed by covering his contact details and encouraging people interested in Healthwatch to contact him before opening for questions.</p> <p>Residents concerned about the future of the Oadby Walk-In Centre asked what Healthwatch's involvement was in the decision making process. Kevin confirmed that Healthwatch are working with East Leicestershire CCG to ensure that the walk-in centre remains in an appropriate location. For Healthwatch to have an affect on the future of the walk-in centre in Oadby more people need to make contact with them and raise their concerns. Approximately 30 people within the forum identified themselves when asked to show hands if they're concerned about the loss of the walk-in centre.</p>	
24.	<p><b><u>NHS ENGLAND PRESENTATION</u></b></p> <p>Following an introduction Di Pegg and Amanda Anderson delivered a presentation on the role of NHS England. It was also stated to the forum that NHS England are not responsible for the urgent care provision at the walk-in centre and questions relating to it are better placed at the upcoming public meeting.</p> <p>Di Pegg is the head of Primary Care for Leicestershire, Leicester City, Rutland and Lincolnshire. Her role covers GP services, pharmacies, dentists etc. and her team is split to cover each area. Amanda Anderson covers the Leicestershire area as a Medical and Policy Assistant Contract Manager. This role includes primary care infrastructure such as GP surgeries and the new build health centre in Wigston.</p> <p>NHS England commissions primary care (dentist, optician, GPs and pharmacies) and is not involved in urgent care decisions. All dentists are commissioned by the local area team in Oadby &amp; Wigston including secondary dental care such as orthodontists and maxillofacial care. NHS England is one organisation with 27 national braches and local area teams. These teams need to reflect local needs which is often a difficult balance to maintain. In Oadby there are 5 GP contracts in operation across 6 surgeries, 2 NHS dentists, 5 pharmacies and 2 opticians.</p> <p>The role of NHS England is to work with all stakeholders to improve patient car outcomes, improve quality including access to all services and to hold providers to account. It also ensures vulnerable groups can access</p>	

the right services and there will be a named, accountable GP for all patients over the age of 75.

The CCG's work jointly with the local area teams but don't commission or monitor contacts. CCG has urgent care commissioning responsibilities.

The local area teams are responsible for the registered patient list within Oadby. People on this list will receive letters, invites to events and surveys regarding any service changes in the area. These will capture patient views on any changes.

Residents were again reminded that whilst Urgent Care may be high on their agenda the CCG is the responsible group to address questions to. The floor was then opened to questions.

Residents asked how NHS England hold people to account. Using GPs as an example NHS England would look at national statistics, national GP survey results and complaints and then contact GPs directly to discuss the data. They would then develop an action plan to effect change. Residents were encouraged to use the NHS Choices website to provide good/bad feedback on their GPs etc.

The forum then asked how many staff work for NHS England's local area team for Oadby and what their budget is. There are 17/18 staff working in the local area team; information on the budget will be sent on to the chairman for distribution at a future forum.

The forum asked who is responsible for private dentists within the area. The answer received was the Care Quality Commission. The forum asked if a representation of the commission could be invited to a future forum.

Discussion then turned to the 1300 patients registered at the Oadby Walk-In Centre and what would happen to them if the Walk-In Centre was closed. Comparisons were drawn to the Merlyn Vaz Health Centre within the city boundary. It was pointed out that the Merlyn Vaz's situation is a non-comparable one as the contracts for both centres are different.

1300 patients opted to use the Oadby Walk-in for convenience; they don't care who runs the GP service as long as there is consistency in the service. Why not

	<p>tender to maintain the service? The forum heard that retendering is an option but no decision has been made yet on what the preferred option is. Regardless of the outcome funding remains for all registered patients within the area.</p> <p>It was asked if pharmacies were on time limited contracts like some of the GP services; it was confirmed that pharmacies are not on time limited contracts.</p>	
25.	<p><b><u>CARERS HEALTH AND WELLBEING SERVICE PRESENTATION</u></b></p> <p>Following an introduction Summayya Kara gave a presentation on the Carers Health and Wellbeing Service.</p> <p>The service is supported by LCC and East Leicestershire CCG and started in January 2013 as a pilot scheme. Funding was extended through to January 2015 and covers Oadby, Wigston, South Wigston and North West Leicestershire.</p> <p>Carers can be anyone who is an unpaid care provider. This can include neighbours, family etc. who don't, in many cases, initially realise they are a carer.</p> <p>A big push is being made in this area for home provided support. Once a referral is made to the service information and advice is given. Referrals may then be made to additional services such as MacMillian nurses or respite care. In house advocacy workers assist with any complaints received.</p> <p>Each case and referral is individually assessed. Cases are always followed up once referred on and a case is only closed once a carer feels they have control of the situation.</p> <p>Posters for the service can be found in all GP surgeries. It is important that your GP is aware you are a carer but GP involvement in work with services provided through the carers service is not required.</p>	
26.	<p><b><u>CHILDREN &amp; YOUNG PEOPLE PRESENTATION</u></b></p> <p>Due to time constraints it was agreed with Mark Smith to move this presentation to the next forum.</p>	
27.	<p><b><u>CHAIRMAN'S UPDATES</u></b></p>	

	<p><b>Citizen of the Year</b></p> <p>Residents were informed that nominations for Citizen of the Year must be received by 4<sup>th</sup> April 2014.</p> <p><b>Community Engagement Questionnaires</b></p> <p>The Chair thanked all of those who completed and returned the questionnaire.</p> <p><b>Mobile Speed Activated Signs</b></p> <p>At the meeting in September 2013 it was agreed that the decision to purchase the signs would be decided based on data collected from signs in use in Wigston. Due to Wigston's signs not yet being installed no data is available to review so the decision to purchase the signs or not is still on hold.</p> <p><b>Urgent Care Services</b></p> <p>The consultation into Urgent Care services is open until 23<sup>rd</sup> April 2014. There will be a public meeting on the Urgent Care services held on Thursday, 20<sup>th</sup> March at Beauchamp College, 6.30pm – 8.30pm. There are also drop in sessions at the Walter Charles Community Centre, Oadby on Friday, 28<sup>th</sup> March, 10am – 12.30pm and at the Bassett Centre, South Wigston on Thursday, 3<sup>rd</sup> April, 12.00 noon – 3.30pm.</p> <p><b>Requests for Funding</b></p> <p>At a previous meeting it was agreed that funding to the tune of £650 would be made available to the Pride of the Borough team for tree works around Hill Way. This work has come in at approximately £100 under budget. Permission was granted via a majority vote for the underspend to remain with the Pride of the Borough team for use in a sustainable planting scheme.</p>	
28.	<p><b><u>ITEMS RAISED BY RESIDENTS</u></b></p> <p><b>Leicestershire County Council Issues</b></p> <ul style="list-style-type: none"> <li>• The grass verges around Launde Primary School, Oadby require some maintenance due to a large rut having appeared where vehicles are regularly parking.</li> </ul>	



- The gully along the Manor Road Extension / Stoughton Road junction is blocked and regularly causes the road to flood.
- At the McDonald's roundabout's Oadby Road crossing there are residual white lines from the previous road markings; these are causing confusion for drivers and need removing.
- The grass verges at the McDonald's roundabout need some maintenance following the installation of the new traffic lights.
- On Ash Tree Road there are no pedestrian lights on the crossing.
- There are several potholes on the main roundabout on the A6 adjacent to the Grange estate. The forum heard that the roundabout at Leicester Racecourse is being improved with barrier works and line repainting. The timing on the Brabazon Road traffic lights is also being improved at the ASDA end.
- It was asked why concessionary travel on the buses ends after 11pm at night.

#### **OWBC Issues**

- The plans for the Oadby town square are now available in the local library.
- There is standing water on Uplands Park adjacent to the pavilion.
- On the car park on Florence Wragg Way the litter and dog fouling bins are missing.
- On Hunters Way the notice board is missing. The forum heard that this has been moved to Woodland Grange School.
- On Hamble Road the notice board has degraded and needs replacing.
- On Ullswater Drive the dog bins around the flood basin are missing.
- Flooding on Nene Drive is becoming an issue as it is increasing insurance costs for residents. The drainage scheme itself is blocked and requires draining.
- A presentation on the plans for the Oadby parade has been requested for the next forum.

**The Meeting Closed at 20:50.**