

SAFFRON COMMUNITY MEETING

THURSDAY, 18 OCTOBER 2018

Aylestone Leisure Centre, 2 Knighton Lane East, Leicester, LE2 6LU

Present: Councillor Cutkelvin
Councillor Shelton (Chair)

NO	<u>ITEM</u>	<u>ACTION REQUESTED AT MEETING</u>	<u>ACTION BY</u>
83.	INTRODUCTION	<p>Cllr Shelton welcomed everyone and led the introductions.</p> <p>No declarations of interest were made.</p>	
84.	APOLOGIES FOR ABSENCE	Apologies were received from Alan and Ann Sturgess, Chizor Onbwuegbute, Sue and Herbert Eppel.	All to note
85.	ACTION LOG	<p><u>Page 3, Minute Item 76, Police Update</u> The reporting of police crime statistics – Councillors had met with the new Sergeant along with Community Safety Officers. The non-reporting of statistics was city-wide. It was reiterated that statistics were a conversation starter with the police, and residents wanted to continue to receive them to be kept informed of issues in the areas where they lived. The police took the comments on board.</p> <p><u>Page 1, Minute Item 75, Councillors' Report</u></p> <ul style="list-style-type: none"> • The shops on St Andrews had been fully demolished. • A litter pick was arranged for 23/10/18, 2.00pm at Aylestone Recreation Ground (pavilion). • Boundary Road noise complaints – there had been no response from the company, but presumed issues had been resolved, as there were no further complaints. • Treatment of Japanese knotweed on Shakespeare Street was being sorted. • Terry Rogers had now received his British Empire Medal (BME) for services to the community. 	All to note
86.	COUNCILLORS' REPORT	<ul style="list-style-type: none"> • Proposed changes to the Saffron sports arena were discussed. Councillors had received emails and letters from users. A meeting was planned with the Council's Arts, Culture and Leisure department to discuss the proposal. Misinformation had been circulated – the athletics part of the stadium was not affected, and the football / American football would be located inside the track. There would be a period of consultation with users which had been lacking. A 	All to note

		<p>correct balance was needed to ensure athletics was not affected adversely. Domestic not professional large team would use the area, so should not adversely affect parking in the area.</p> <ul style="list-style-type: none"> • Phase 2 of the housing development still had planning permission valid for another year, but Westley had said it was not viable and nothing was currently happening to the site. • Two tents had moved from the stadium to the Leisure Centre. There had been no safeguarding issues raised by the Leisure Centre. • There was understood to be a significant Muslim population in the Saffron Lane area, who were looking for space for a Madrassa. Councillors had met with Community Safety Officers as they wanted to foster good community relations following some tension in the area. • Councillor Cutkelvin had been asked to become a School Governor at Marriott Primary School. • The level of affordable housing at the St Mary's development had been checked, and at 70% was good. • A meeting had been held with Sgt. Steve Power and PC Lewis Dedmen-Ert, who was very proactive and had a good reputation in the ward. • Rendering along the Fairway was starting to peel off some buildings, possibly due to cold weather. A company would be coming into re-render. • Councillor Shelton gave occasional talks to students at DMU on the role of a Councillor. • The Brass of the Saff had received crowd funding supported by the local authority, and would be invited to the Christmas event. 	
87.	HEALTH WATCH	<p>Attendees were asked to note an update from Gillian Jillett, Healthwatch Leicester and Leicestershire (information attached). Points made during the update included:</p> <ul style="list-style-type: none"> • The two Healthwatch in Leicester and Leicestershire were merged in 2017. • It was a community interest company – not for profit, and was an independent voice for the people of Leicester and Leicestershire. • A team of four people covered the area, with two people covering Leicester (Gillian Jillett and Gemma Baron). • By attending the meetings and speaking with residents, insight could be gained on how Healthwatch could improve. • General Practices (GPs) and care homes were visited, and suggested improvements made. • Seven new emergency dental units were available in Leicester and Leicestershire, and were open 	All to note

		<p>seven days a week, 8.00am – 8.00pm.</p> <ul style="list-style-type: none"> • A survey was undertaken at GP surgeries about appointments. People could be asked to see nursing practitioners instead of a GP. • Maternity and neonatal units had also been looked at. • Included in the literature was information on volunteering (attached). <p>Councillors said Healthwatch had almost the same powers as Ofsted in terms of inspecting GP practices, care homes, etc., and was an important role. If anyone had any concerns about changes in the city, the first point of call was Healthwatch.</p> <p>In response to a question on the transfer of care units at Leicester General Hospital to the Leicester Royal Infirmary, Gillian informed the meeting that at meetings of the Health Scrutiny Commission it had been stated that the Clinical Commissioning Group (CCG) should have consulted on the decision to move the units. The CCGs were going to hold a number of engagement events to consult on the reconfiguration of services – information and dates of events could be found on the Leicester City CCG website.</p> <p>In response to a request, Gillian would also check the database for mental health support groups in Leicester, for the Eyres Monsell area.</p>	GJ
88.	DOG PATROL REGULATIONS	<p>Rosie Bryans, (Dog Warden for the whole city / pest control officer), was present to provide information on a dog warden's role and legislation. The following points were made:</p> <ul style="list-style-type: none"> • It was a statutory duty to pick up stray dogs. A dog out of a property without its owner was classed as a stray dog. • The officer also dealt with dog nuisance, dogs off leads and dog control orders for fouling. It became a police matter when a dog bit. • The officer would intervene if a dog was frightening residents and/or a complaint was received. Enforcement took the form of community notices, letters to owners and control orders. • The officer investigated complaints and if a warning letter was sent to the dog owner, the complainant would be informed of the outcome. • The officer liaised with city wardens on Community Protection Notice (CPN) orders to a person responsible for a dog to stop or control its behaviour. If a child was walking a dog, the CPN would be served on the owner / householder. 	All to note

		<ul style="list-style-type: none"> • Legislation and microchipping had helped with the control of dogs. • An out of hours warden operated until 9.00pm. • Stray dogs were picked up as soon as possible as the warden was city-based, and between 2,000-3,000 were picked up each year. There was a 24-hour response for dangerous dogs. • There were no longer kennels at Police stations. • Dog laws went back to 1871, with only one amendment in 1991. 38 dogs had killed people between 1991 and 2016, of which 28 of them were illegal breeds. • There were four banned breeds: Pit Bull terrier, Japanese Tosa, Dogo Argentino and Fila Brasileiro. There should be no Pit Bull terriers in the UK, but wardens were still picking them up. • Saffron had at one time an issue with problem dogs, particularly long-legged Staffordshire Terriers, but had no more issues than other areas in the city. <p>Those present at the meeting believed that all dogs should be on a lead.</p> <p>The Dog Wardens would be invited to the Aylestone Residents Group.</p>	
89.	PRIVATE RENTED HOUSING	<p>Alison Lea, Team Manager, Neighbourhoods and Environmental Services was present to discuss issues around private sector housing and housing associations. The following information was provided:</p> <ul style="list-style-type: none"> • There was a team that dealt with concerns raised by tenants regarding disrepair in private rented houses / or housing associations. • A telephone assessment would be done with the tenant. Sometimes the landlord would be written to asking them to sort out issues. The tenant would be asked to contact the team if nothing was solved by the landlord. • For more serious problems, the team inspected problems raised by tenants. The landlord would then be given a deadline for the repair(s) to be made. • Improvement notices can be served, and non-compliance could result in a criminal conviction. • The Council could also carry out work for the tenant and invoice the landlord for the work and officer time. Prosecution of the landlord could on occasion be brought. • The team also dealt with Houses of Multiple Occupation (HMOs). A change in legislation on 1st October 2018 required a HMO to be licensed irrespective of size and have a maximum number 	All to note

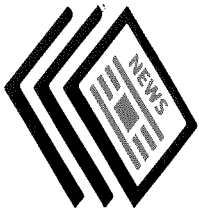
		<p>of tenants to prevent over-crowding.</p> <p>In response to questions, the following responses were made:</p> <ul style="list-style-type: none"> • A private tenant who had contacted their landlord with issues and was subsequently evicted was called a retaliatory eviction and was illegal. Housing Options at the Council dealt with tenants who had faced eviction. It was not an uncommon fear for tenants that a landlord would evict them if they complained. • In the 'Nut' and 'Lake' streets which were Article 4 areas, no more houses could be converted to HMOs. • It was suggested that people of the Millennial generation would have a lifetime of renting, and the fear of retaliatory eviction, intimidation, rent increases and stress would affect mental health and wellbeing. • It was noted there was some central government consultation on the minimum length of tenancies, as some unscrupulous landlords only wanted short-term lets so they could evict tenants and put rent up. Also some landlords were not renting to people on benefits. Councillors suggested the subject should be raised with the authority. • Not many private rent properties were advertised. People were advised to also contact housing associations for properties. • By law there had to be an annual gas safety check to ensure appliances were safe. • Tenants had a legal right to know who their landlord was, and the private sector housing team could find the information for tenants. • Landlords could end up with a criminal record and be placed on the rogue landlord database. For some offences there was a limitless fine. 	
90.	HOUSING UPDATE	<p>Alpa Shah, Neighbourhood Housing Officer, gave the following update:</p> <ul style="list-style-type: none"> • Officers were working on projects for the new financial year. Suggestions could be forwarded to the Housing Team. • The Team would be submitting an application for ward funding. It was suggested the money could be used along the Fairway to smarten up fences. • Not all council houses were on Council estates, and could be in terraced house areas, etc. 	All to note
91.	CITY WARDEN	<p>Noel Cazley, City Warden, provided the following information:</p>	All to note

		<ul style="list-style-type: none"> Abatement Notices had been issued for messy gardens – notices could include council as well as private properties. Officers needed a warrant to go onto private property. If waste accumulated in alleyways, a Section 78 (alleyway letter) would be sent to all who, where stated on deeds, had access to the alleyway – even if it was known the waste came from one property. The City Warden requested funding from the ward budget to pay Waste Management, rather than having to give them a cost code. Alleyway gates were effective as keeping alleyways clear, for example, New Park Street – gates were erected free of charge and there had been no further issues. Residents had been told they had to keep the area clear. The cost of waste removal varied, for example, costs escalated if it was asbestos removal. The land owner would be contacted, and if a tenant was in the property notice would be served on them also to reclaim costs. Work in St Andrews for Bins on Streets – there were now hardly any bins causing an obstruction, and fly tipping had dramatically improved. If a household of three people received a Fixed Penalty Notice (FPN) that was not paid, it would go to court and all three people would get an FPN at £80, which then increased to £480 following non-payment, and each person would be chased by the Debt Team. When students left a property in July their waste became commercial waste. Some landlords renovating properties had been using the recycling centres to dispose of the commercial waste, and had been issued £300 FPNs. Vans carrying waste were being photographed and asked to show their waste carriers permit. For non-compliance there was a fine. Some landlords were using unregistered 'Man & Van' to dispose of waste. Now the licensed HMOs were noted, and a Section 34 would be served to find out where renovation waste had gone. To Let signs in the 'Nut' streets and St Andrews were now enforced through Planning. People using the Love Leicester App should always stand a decent distance from the item and wait until the picture is uploaded so an accurate GPS location was given. 	NC application
92.	POLICE ISSUES UPDATE	<p>PCSO Jackie Moore was present to update the meeting with the following.</p> <ul style="list-style-type: none"> The area around Freeman was reported as quiet. 	All to note

		<p>Burglaries had taken place mainly around Oadby and Knighton.</p> <ul style="list-style-type: none"> • On Aylestone Fields ‘Tick Tock’ park there had been two burnt-out motor vehicles which had smashed through fences. These had been recovered with difficulty, and another vehicle had since gone through the fence again. The officer asked if something could be erected to prevent vehicles being able to enter the park. Councillors would look into the issue, for example, metal fencing, soil bumps, boulders. • There would be a knife crime talk at the Kingfisher Centre on 1st November 2018, to be presented by PC Lewis Dedmen-Urt. Councillors would be invited. • Parents were present at schools with knives, not so much in the Saffron area, but in Eyres Monsell it was an issue. <p>Residents reported that on the mud dumps, all bushes had been cut back, and was a better route for the children.</p> <p>It was also noted that on Grampian Close, boys on bikes were playing ‘Chicken’ with cars.</p> <p>Highways had been out to Cheviot Road to look at extending the pavement round, drop the kerb and cut shrubbery.</p>	<p>Cllrs</p>
<p>93.</p>	<p>WARD COMMUNITY BUDGET</p>	<p>The following applications for Ward Funding had been approved:</p> <ul style="list-style-type: none"> • Joint application with Eyres Monsell and Western – Nigerian Community Association local community trip to the seaside – supported £1,000 • Joint application with Eyres Monsell and Fosse – Leicester Ivorian Association, Ivory Coast National Day celebration – supported £100 • Joint application with Aylestone – Pork Pie and Aylestone Libraries, Mischief Makers launch day event – supported £50 • Live for Life community group, Fun Day Saffron / Eyres Monsell – supported £350 • Joint application with Castle – Leicestershire MS Therapy Centre, Road Sign for Awareness – to be announced. <p>Balance £14,229.50</p> <p>Councillors would talk to Housing and the City Warden to discuss potential bids.</p> <p>The applicant from Leicester Banks Petanque Sports</p>	<p>All to note</p> <p>Cllrs</p>

		Group was present and gave feedback and thanks for the funding received earlier in the year.	
94.	ANY OTHER BUSINESS	<p>Those present were asked to note the Christmas Event would be held on 7 December.</p> <p>The Christmas Pantomime (date to be confirmed) was coming up. Christmas Event – 7 December</p> <p>There being no other items of business, the meeting closed at 8.00pm.</p>	All to note

Signposting & Information



Sign up to our monthly newsletter to get the latest health and social care news, events and consultations. www.healthwatchll.com

Contact us

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87 Note Item

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Your Independent Voice for Health and Social Care Services in Leicester and Leicestershire



Engage in your community
COMMUNITY
Inspiring Change

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OVER

Talk to us
Make your
voice count.

What is Healthwatch Leicester and Leicestershire?

Healthwatch Leicester and Leicestershire is the independent consumer champion for health and social care services in Leicester and Leicestershire delivered by Engaging Communities an independent Community Interest Company.

Our job is to champion the interests of those using health and social care services across Leicester and Leicestershire, and give local people an opportunity to speak out about their concerns.

We will listen to your views, concerns and suggestions about services and use that information to help shape and improve them. We can provide information to help you make choices about the services you use.

We hold meetings and events, gather views through surveys and carry out Enter & View visits. We share your issues of concern, your views and experiences to those who run, plan and regulate local health and social care services.

Get involved
and make a
difference.

- » You can become a volunteer to help us with carrying our Healthwatch duties such as, Enter and View visits.
- » You can take part in surveys and consultations.
- » Sign up to our newsletter and receive regular updates on our work.
- » Participate in our engagement meetings and events held around the City and County.

Whether you are looking for information, have concerns about local health and social care services or would like to receive our newsletter.. Healthwatch Leicester and Leicestershire wants to hear from you!





NHS

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The duty to allow entry does not apply in the following circumstances:

- If the visit compromises either the effective provision of a service or the privacy or dignity of any person.
- Where the premises are non-communal parts of Care Homes.
- Where the premises or parts of premises are used solely as accommodation for employees of the organisation.
- Where health and social care services are not provided at the premises; such as offices or where they are not being provided at the time of the visit, e.g. when facilities are closed.
- If the Authorised Representative does not provide evidence that he or she is authorised.
- This duty does not apply to the observation of any activities which relate to the provision of social care services to children.
- If the premises where the care is being provided is a person's own home (however, this does not mean that an Authorised Representative cannot enter when invited by residents - it just means that there is no duty to allow them to enter).

What can you expect from Healthwatch?

- Enter and View visits can be announced or be unannounced.
- Authorised Representatives will announce their arrival promptly to a senior member of staff, will wear ID badges and will state the purpose of the visit.
- All Authorised Representatives conducting Enter and View visits will have gone through a comprehensive selection process and training, and will have access to effective supervision and ongoing training and support. They will also have been DBS checked.
- You will have the opportunity to see and comment on the visit report before it is distributed or publicised. We report findings and associated recommendations - good and bad - to providers, CQC, Local Authority, NHS England, Healthwatch England and any other relevant parties.

What happens during an Enter and View visit?

- We collect the views of services users, patients and residents.
- We collect the views of carers and relatives of service users.
- We collect the views of staff.
- We observe the nature and quality of services.
- We collate evidence-based feedback.



Provider and Commissioner Information

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Enter and View visits



www.healthwatchll.com

Phone: 0116 251 8313

If you would like more information about Healthwatch Leicester and Leicestershire and our Enter and View Programme, please visit our website www.healthwatchll.com or call

0116 251 8313

Published May 2018



Enter and View

Healthwatch Leicester and Leicestershire is covered under legislation to Enter & View a range of care establishments to view the quality of care that is provided (within the Local Government and Public Involvement in Health Act 2007 and the Health and Social Care Act 2012). This leaflet gives providers and commissioners information about this function.

What is Healthwatch?

Healthwatch is an independent consumer champion for Health and Social Care in England. It was set up on the 1st April 2013 as a result of the Health and Social Care Act 2012.

Healthwatch Leicester and Leicestershire sits alongside 151 other local Healthwatch organisations across England. We want to hear what people have to say about health and social care services, whether that be admiration, criticism or ideas for improvement.

We reinforce the collective voice of patients and the public, so that service providers and commissioners listen to what they have to say. We then hold them to account for how they use the information we provide to shape, inform and influence service delivery and design.

By making sure the views and experiences of all people are gathered, analysed and acted upon, including those who find it difficult to speak up and be heard, we can help make services better now and in the future. We gather the views and experiences of people in a number of different ways, which can include conducting an Enter and View visit.

What is an Enter and View visit?

Enter and View is seeing and hearing for ourselves how services are being run. It allows Healthwatch Leicester and Leicestershire to collect the views of service users at the point of service delivery. This involves talking to staff, service users and visitors and observing service delivery first hand.

Enter and View visits are conducted by Authorised Representatives for Healthwatch Leicester and Leicestershire who are volunteers that have undergone specialist training. They are trained to visit a range of NHS and social care premises, and talk to staff, patients, carers and other service users about their experiences.

The information collected is used to make recommendations on how services can be improved. Our Enter and View reports are shared with other agencies including the Care Quality Commission (CQC) as well as being made available to the public on our website.



How will this benefit you?

- Enter and View visits are an opportunity for you to engage with Healthwatch Leicester and Leicestershire as a “critical friend” outside of the formal inspection processes.

- The “Authorised Representatives” who conduct Enter and View visits are trained volunteers who are all DBS checked. As lay people, they offer your service users and staff an independent, trusted party with whom they feel comfortable sharing experiences with.

- An Enter and View visit provides you with an opportunity to demonstrate to the CQC Inspectors and other regulators and Commissioners that you actively support patient experience and engagement in the development of your service provision.

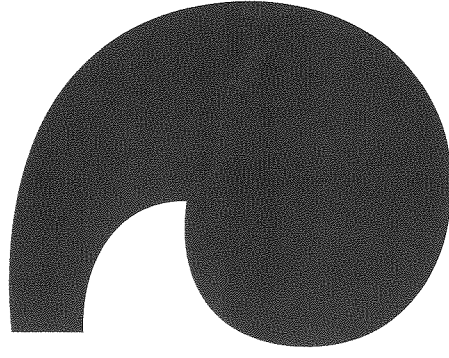
- Following on from a visit, you will receive a Healthwatch Leicester and Leicestershire Enter and View report, detailing all comments, observations, findings and recommendations for improvements to service delivery. You will also have the opportunity to comment on our report before it is published.

An Enter and View visit is not an inspection.

Healthwatch offers a layperson's perspective rather than an in-depth formal inspection conducted by the Regulatory body, the CQC.

Our Enter and View programme is not a standalone activity. It is just one tool available to us for collecting evidence and feedback and is part of a wider engagement strategy.

- Authorised Representatives will report on all aspect of care. Enter and View visits can be an opportunity to showcase and share ‘best practice’



Contact us

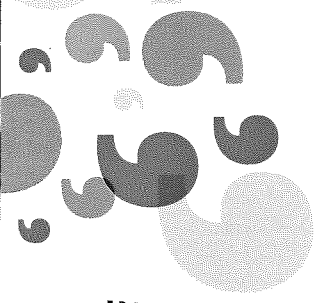
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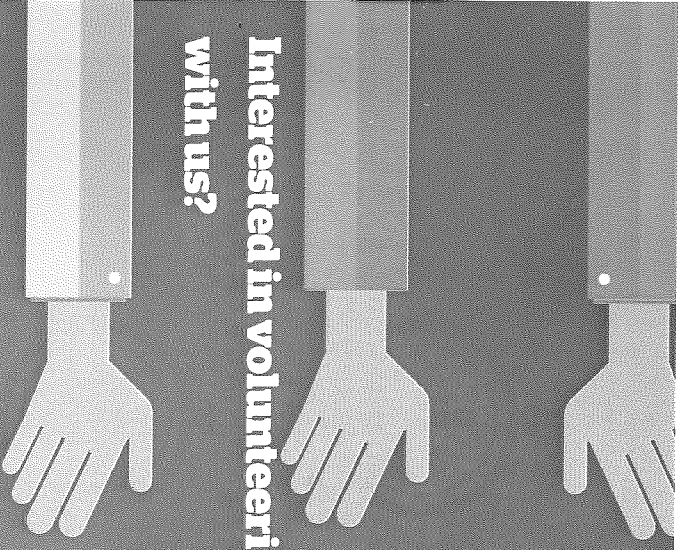
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Write to us at Healthwatch Leicester and Leicestershire
Clarence House
46 Humberstone Gate
Leicester
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For more information visit our website at
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**Talk to us.
Make your
voice count.**

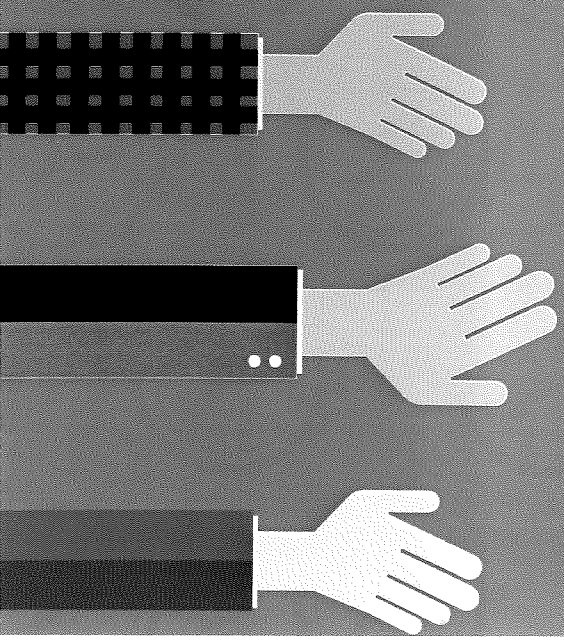


**Interested in volunteering
with us?**



Phone: 0116 2518313

**GIVE
YOUR
TIME**



Why volunteer with Healthwatch Leicester and Leicestershire?

Thank you for thinking about offering your time to volunteer with Healthwatch Leicester and Leicestershire. Volunteers are an integral part of our organisation and are vital to the work that we do. Volunteers play a crucial role in helping to ensure that we can raise the profile of issues that matter when it comes to improving our health and social care services.

We offer a range of different volunteering roles and the work we do can be very rewarding. Volunteers help us to spread the word about Healthwatch and help people find the information that they need about health and social care. We are a small organisation with a big job to do so every volunteer that invests their time with us is greatly valued.

What we do: Healthwatch Leicester and Leicestershire is the independent consumer champion for health and social care in your local area, delivered by Engaging Communities (ECS). The Healthwatch network is made of up of local Healthwatch across each of the 152 local authority areas and Healthwatch England, the national body. Our job is to champion views of patients and social care users across Leicester and Leicestershire. We work to help local people get the best out of their local health and social care services and provide information and signposting so they understand what services are available and so they can access the right services. Whether it's improving services today or helping to shape them for tomorrow, our role is to engage with local people and give them an opportunity to speak out about health and social care services in Leicester and Leicestershire.

Do I need experience to volunteer?

No. We are keen to involve people who are both experienced and new to volunteering in the health and social care landscape. We have roles to suit everyone! We will provide you with all the training you need. We are looking for enthusiastic people with a keen interest in improving health and social care services in Leicester and Leicestershire.

Benefits of volunteering with us

We can be flexible to accommodate your interests and time commitment and can offer you benefits in return for your time with us. These include:

- Induction and training relevant to your role
- Out of pocket expenses (including parking)
- The opportunity to meet new people
- The opportunity to develop new and existing skills
- Regular volunteer updates
- Support and advice from the Healthwatch staff team

What opportunities do you have for volunteers?

We have a whole range of opportunities for volunteers. From helping us to spread the word about our work, to representing us at meetings, reading and reviewing information and visiting health and social care services on our behalf. This booklet sets out the roles available to Healthwatch volunteers and the skills and experience desirable to carry out each role. The people that we help and support come from a variety of different backgrounds, different cultures and have a wide range of needs. That is why we seek volunteers with different experiences and skills.

The roles available are:

- Enter and View Authorised Representative
- Events and Engagement
- Marketing and Promotions
- Researcher
- Reading panel member

For more information or if you are interested in becoming a Healthwatch Leicester and Leicestershire volunteer, please get in touch with us.

Contact **Healthwatch Leicester and Leicestershire** on **0116 2518313** and join us in giving local people a voice in health and social care services across Leicester and Leicestershire.



Marketing and Promotions

This is an opportunity to raise awareness of Healthwatch Leicester and Leicestershire. To help distribute our materials and leaflets in your local area and promote our services.

This role involves the following activities:

- Promote the role of Healthwatch, its events and projects to local people.
- Tell people about Healthwatch and encourage them to be involved.
- Assist the Healthwatch staff team to distribute promotional materials and information about local services.
- Encouraging others to become involved in Healthwatch Leicester and Leicestershire.



Desirable skills and experience
No special experience or qualifications are needed, although desirable qualities are listed below, as suitability for the role will be assessed.

- Able to travel around the local area
- Good communication skills
- Willingness to work as part of a team
- Able to follow instructions and guidance

There are no set days or minimum time commitment required. Healthwatch Leicester and Leicestershire is flexible and can work around your availability.

Reading Panel

The reading panel is made up of local residents who review new and existing Healthwatch Leicester and Leicestershire documents before they are published. This includes, for example, customer leaflets, standard letters and other publications. The group checks the documents to make sure they are easy to read, clear, accessible and contain the right information.

Reading Panel

We need volunteers for our reading panel to:

- Help us to ensure our printed materials are clear, jargon free and easy to understand
- Review our printed and digital information and give us honest feedback and suggestions on how we can improve the way in which we display information to make it accessible to all.

Desirable skills and experience

- Basic IT knowledge and ability to use email

It is not necessary to travel for this role as the reading panel is a virtual group. Documents are sent via email or in the post and panel members can feedback in either in writing or via the telephone.



Events & Engagement

The opportunity to support Healthwatch Leicester and Leicestershire at local and county-wide events. To engage with local people and encourage others to become involved. This role involves the following activities:

- Liaising in your area with other people encouraging them to become involved with Healthwatch Leicester and Leicestershire.
- Support Healthwatch staff team at events and local drop ins by staffing the display stands and promoting the work of Healthwatch Leicester and Leicestershire.
- Be the eyes and ears of the local community or community of interest

and bring to the attention of the staff team issues or concerns.

- Collate the views of people to input to Healthwatch developments and initiatives.

Desirable skills and Experience

- Be able to travel around the local area.
- Be able to follow guidance and instructions.
- Have the ability to develop a good rapport with local people.
- Good interpersonal skills
- Be able to communicate with a wide range of people in person, on the telephone and by email.



Researcher

This role involves the following activities:

- Designing Surveys
 - Conducting Fieldwork - carrying out interviews and focus groups
 - Data input
 - Social media and monitoring/analysis
 - Data analysis - Qualitative and Quantitative
- There is an opportunity to get involved with supporting the Research Team as part of the many projects that Healthwatch Leicester and Leicestershire undertake. The list is not exhaustive.

Desirable Skills and Experience:

- Some knowledge and understanding of health and social care service provision. This could be through working in a

particular service area or a general understanding/experience as a carer or service user, or from an interest in this area

- Commitment to improving the lives of others
- Understanding of the importance of confidentiality and ability to respect this at all times
- Good written English skills
- Secondary data research and data input
- Basic IT skills and the ability to use email.
- The ability to travel

You will be offered the support and training necessary to complete the tasks set out above. With ongoing support from the Research Team.

Enter & View - Authorised Representative

Under the Healthwatch regulations, local healthwatch organisations have the power to carry out visits in health and care provider settings.

As an authorised Representative, your role will be to enter health and social care services (e.g. Care homes, Hospitals, GP surgeries) observe and talk with patients, relatives, and staff. The purpose of the visit will be to identify good practice that can be celebrated and shared with others, and to identify any issues about which service users feel concerned.

As an Authorised Representative, the role includes:

- Attending briefings with the Enter and View lead to prepare for visits
- Attending training
- Visit premises where health and social care services are provided and be observant

- Maintain notes of the visits and produce a report to outline the findings and if applicable offer recommendations for change

Desirable skills and experience

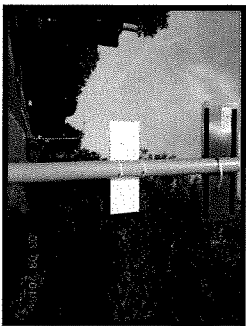
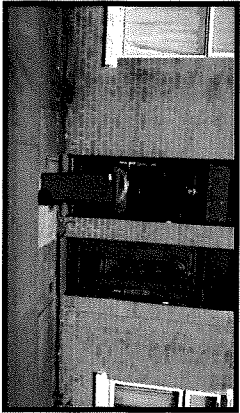
- Some knowledge and understanding of health and social care service provision
- Be able to feedback information correctly and factually
- Be punctual and reliable
- Understanding the importance of confidentiality and ability to respect at all times
- Be non-judgemental and treat people with dignity and respect at all times
- Good interpersonal skills with the ability to talk and listen to people from all walks of life
- Good writing skills to a level enabling contribution to report writing



CITY WARDEN SERVICE UPDATE

Bins On Streets

Several properties throughout the ward have been issued with 546 legal notices in regards to their bins and from July – October 2018 we have issued 74 x £80.00 Fixed Penalty Notices and 19 of these have been passed to the debtors team. There has been a definite improvement and compliance with the notices.



GENERAL
It's been a busy few months and these are the main things that I have been dealing with...

If you have any issues that you would like to report then please speak to the City Wardens or contact the service via www.Leicester.gov.uk/myaccount

CITY WARDEN SERVICE

These are the main issues that the City Wardens can help with:

■ Educating the public and raising awareness of environmental crimes

ENFORCEMENT ISSUES:

■ Littering

■ Dog fouling & Dog Control Orders

■ Bins on the street (domestic and commercial)

■ Free distribution of printed material

■ Fly posting

■ Small scale fly tipping

■ Graffiti

■ Vehicles for sale on the road

■ Repairing vehicles on the road

■ Failure to produce waste transfer documents

■ Skips & Scaffolding

■ Spitting

■ Rubbish on private land



NOEL CAZLEY

Email: city.warden@leicester.gov.uk

Website: www.leicester.gov.uk

Telephone: 0116 4541001

Facebook: Leicester City Wardens

Twitter: City Wardens

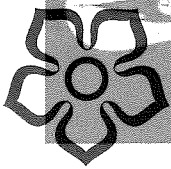
City Wardens,
Phoenix House
1 King Street
Leicester,
LE1 6RN

SAFFRON WARD



Leicester
City Council

CITY WARDENS WORKING WITH YOU TO IMPROVE THE CITY'S ENVIRONMENT



Leicester
City Council

LOVE WHERE YOU LIVE

Love where you live

As a Leicester City resident there are plenty of things you can do to help keep your neighbourhood clean and tidy:

- **Bring your bin in after collection day**
- **Book a Bulky Waste Collection if you need to get rid of large items**
- **Use a bin - don't drop litter**
- **Clear up after your dog**
- **Look after your home and garden**
- **Report problems like littering, fly tipping and graffiti**
- **Join in with local community clean-up events**

For more information contact the City Wardens on
0116 454 1001 or email city.warden@leicester.gov.uk



LOVE OUR APP

With our new app you'll be able to let us know about any environmental problems and also access a wealth of council information from your smartphone or tablet.

How does it work?

- 1.Download it** - Our free app is available for Android, Windows, Blackberry and iPhones. Simply visit your app-store and search for Love Leicester.
 - 2.Spot it** - Whether it's graffiti, litter, fly-tipping, dog fouling or another environmental problem, you can let us know about it.
 - 3.Report it** - Take a picture of the problem and upload it using the app. You can tag the location and include other details so we can fix the issue quickly.
 - 4.Fix it** - When you submit your report the details and picture will be sent to the right team who can fix the problem. They'll also be able to post a picture of what they've done.
- As well as reporting problems, you can tell us what you like about Leicester. You can also find event listings, details of your nearest leisure centre, current consultations and easily get to our mobile friendly website for information on all council services.

The app is part of the Love Clean Streets network which is used by many councils. This means you can use it anywhere to report problems in other cities as well as Leicester, and the app will route your report to the right council.

It replaces the old One Clean Leicester app so if you already have this on your phone you'll need to uninstall it and download our new Love Leicester app.