

# **Your Community, Your Voice**

## **Record of Meeting and Actions**

**6:00 pm, Monday, 5 July 2010**

**Held at: Thurnby Lodge Community Centre**

Councillors in Attendance

Councillor John Allen
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Councillor Caroline Scuplak
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## INFORMATION SHARING – ‘INFORMATION FAIR’ SESSION

The following information stands were sited in the room. Members of the public visited the stands and were given an opportunity to meet Councillors, Council staff and service representatives.

<p><b>Ward Councillors and General Information</b></p> <p>Members of the public were able to talk to their local councillors and raise general queries</p>	<p><b>Organ Donation Campaign</b></p> <p>Residents received information on the latest organ donation campaign</p>
<p><b>Smoking Reduction</b></p> <p>Information was available about the latest campaign to encourage smoking reduction</p>	<p><b>City Warden</b></p> <p>The City Warden was present to discuss services available including the ‘One Clean Leicester’ and Anti-graffiti’ programmes</p>
<p><b>‘One Pass’</b></p> <p>Residents were able to Find out about entitlements available to concessionary bus-pass holders</p>	<p><b>Highways and Transportation</b></p> <p>Talk to officers about highways and transportation issues in Thurncourt</p>

At the conclusion of this informal session members of the public were invited to take their seats and take part in the formal session of the meeting.

## **1. ELECTION OF CHAIR**

Councillor Allen was elected as Chair for the meeting.

## **2. APOLOGIES FOR ABSENCE**

Apologies for absence were received from the Police Neighbourhood Team.

## **3. DECLARATIONS OF INTEREST**

No declarations were made

## **4. MINUTES OF PREVIOUS MEETING**

### a) Raven Youth Centre (Minute 41, "Raven Youth Centre", referred)

Callie Buchanan, Senior Youth Support Worker with Leicester City Council, advised the meeting that continuity of service at the Raven Youth Centre had improved since the last meeting, so no sessions had been lost due to staff unavailability. In addition, the behaviour of the young people was improving, although some problems still were encountered on occasions.

Callie Buchanan also advised the meeting that:-

- Approximately 50 young people were registered with the Raven Youth Centre;
- At present, approximately 15 young people attended the Centre on a Monday, approximately 10 or 12 attended on a Tuesday for drama sessions and a few more attended cooking sessions on a Thursday;
- As a result of some nuisance behaviour at Willowbrook Primary School, a proposed football tournament there had been postponed; and
- A programme of summer activities had been prepared, a copy of which is attached at the end of these minutes for information.

On behalf of the meeting, the Chair thanked Callie Buchanan for the good work he was doing.

### b) Highways Issues (Minute 42, "Highways", referred)

The meeting noted that the intention to put double yellow lines in Bowhill Grove would be advertised in the Leicester Mercury in July and, subject to no objections being received, work would start later that month.

It was requested that consideration be given to relocating the bus shelter at the top of Bowhill Grove to the opposite side of the road, as this was the terminus of the route and a bench already was there. Adele Harrison, Transport Development Officer with Leicester City Council, undertook to consider this.

Adele Harrison then reported that:-

- The new bus shelter on Colchester Road had been installed on 2 July 2010;
- All residents on Colchester Road had been consulted about moving the bus shelter. Some objections had been made to replacing the shelter in the same place, so it had been moved approximately one foot. A raised kerb also would be built there; and
- If residents wanted the bus shelter that formerly was in Bowhill Green to be replaced, they could contact the bus companies.

David Poxon, Team Leader Road Safety with Leicester City Council, advised the meeting that the report on Vehicle Activated Signs was being reviewed, following the withdrawal of funding by central government and a reorganisation of the Highways service. Locations identified as suitable for these signs would be prioritised and the success of those already installed would be reviewed.

It was noted that each sign cost approximately £4,000, including installation. In addition, if there was no suitable lamp column available from which to feed electricity, a post and a power supply had to be provided, which increased the cost.

Some residents felt that these signs were ineffective, as drivers did not take any notice of them. They felt that it would be more effective for the Police to use a camera van that could be moved around the area.

In reply, David Poxon explained that:-

- Recent budget cuts meant that it was possible that the Leicester, Leicestershire and Rutland Community Safety Partnership would not be able to operate speed cameras over the coming year;
- If speed cameras were not used, it could be possible to ask Police beat officers to visit problem sites with a speed gun; and
- Currently, four camera vans covered the whole of Leicester, Leicestershire and Rutland, but this number could be reduced following the recent budget cuts.

David Poxon reported that it was not clear at present if recent changes in funding had affected planned work on repairing potholes.

The Ward Members encouraged members of the public to report potholes as soon as they could, but it was noted that budget cuts could mean that funding was not available to repair them all. An officer would be invited to the next meeting to directly respond to residents' concerns. Residents expressed concern that this could lead to serious accidents occurring and it was unclear who would be responsible in such situations.

Action	Officer Identified	Deadline
Consideration to be given to relocating the bus shelter at the top of Bowhill Grove to the opposite side of the road	Adele Harrison	Before next meeting
An officer to be invited to the next meeting to directly respond to residents' concerns about potholes	Francis Connolly	Before next meeting

c) Police Update (Minute 45, "Police Update", referred)

The Ward Members expressed disappointment that the Police had not been present at the last meeting and were not present at this meeting either.

d) General

AGREED:

that the minutes of the meeting held on 26 April 2010 be approved as a correct record.

## 5. HIGHWAYS AND TRANSPORTATION UPDATE

David Poxon, Team Leader Road Safety with Leicester City Council, reported that the proposal to build speed humps in Nursery Road had been advertised. Construction work on these would begin in August 2010. The speed humps would be softer than some installed in other locations and would be screwed in to the road.

Residents questioned whether these would wear loose, as this had happened with some other speed humps that had been secured in this way. David Poxon undertook to investigate this and let the questioner know.

Concern was expressed that, on some roads, there was not enough room for mobility scooters to pass between speed humps and the kerb. David Poxon advised that gaps usually were left for vehicles such as bicycles and scooters, but it could be difficult to leave a large enough gap if there was a pair of speed humps in the road, as enough room had to be left in the middle of the road to enable vehicles to pass without hitting each other.

Action	Officer Identified	Deadline
It to be investigated whether the speed humps to be bolted to the road would work loose. The questioner to be advised of the result of this and a copy of the response also sent to the Ward Councillors	David Poxon	Before next meeting

## 6. POLICING ISSUES

As the Police were unable to attend the meeting, Francis Connolly, Members Support Officer with Leicester City Council, read out an update on Police issues in the area, a copy of which is attached at the end of these minutes for information.

The meeting thanked Sergeant Graham for the update. However, it was felt that, although this was helpful as an overview, it would have been useful to receive more detailed information on what was happening in the area, such as the type of crimes that were being committed. The meeting asked the Member Support Officer to write to the Police, asking that this type of information be included in future updates.

A resident reported that recently there had been problems with noise from the flats on St Austell Road. The Council's noise team had been telephoned at 1.30 am, but they had said that they did not have enough time to visit the premises. When they were telephoned again at 2.30 am, they stated that it was too late for them to visit the premises. The Police did not attend such incidents either, but residents there was a lot of noise and disturbance from these properties. The meeting agreed that this problem should be included in the letter to be sent to the Police.

Action	Officer Identified	Deadline
The Police to be asked to provide a detailed breakdown of incidents in the Ward in future updates	Francis Connolly	Before next meeting
The Police to be asked to investigate whether any action can be taken to reduce noise and disturbance from the flats on St Austell Road	Francis Connolly	Before next meeting

## 7. CITY WARDENS

Barbara Whitcombe, Team Manager (City Wardens) with Leicester City Council, introduced herself to the meeting and drew attention to the information that had been tabled at the meeting. Copies of these leaflets are attached at the end of these minutes for information.

Barbara Whitcombe reminded the meeting that the City Warden service had received funding from the Community Cohesion fund to buy litter pick kits. As a result, the service now had 90 adult kits and 90 for children, all of which could be borrowed for community use. It also was noted that the service could help co-ordinate community litter picks, including helping with publicity and removing litter picked up.

The meeting noted that the Council offered free removal of bulky items. A resident advised that Council operatives had refused to take an electrical item that had been double-bagged, even though Customer Services officers had said that the item would be taken if it was double-bagged. Another resident advised that an electrical

item that was collected from their property had been dragged from the property by its electric lead, which had marked the driveway.

Barbara Whitcombe advised that the bagged electrical item should have been taken and that the collection vehicles all carried pack barrows, which should have been used in the case reported. A representative from Biffa advised the meeting that all staff should use the correct manual handling techniques and should not be dragging items. This would be raised with staff.

The following points were raised during discussion:-

- The Council was now providing graffiti removal kits for community use. These could be used to remove graffiti from smooth, non-porous surfaces. To arrange for the removal of graffiti from other surfaces, the Council needed to be contacted;
- A resident had asked for graffiti to be removed from a brick wall at the junction of The Parkway and Peters Drive, but had been advised that the Council could not do this, as it was a private wall. Hughie Blair, Graffiti Services Manager with Leicester City Council, confirmed that the Council had a budget for the removal of graffiti from premises such as shops, but did not have funding to remove it from houses;
- There appeared to be confusion over how many black bags could be removed by the Bulky Waste Collection Service, Customer Services having advised that only 5 bags could be collected. Barbara Whitcombe undertook to ensure that staff were aware of the correct number of bags that could be taken;
- Complaints continued to be made that rubbish being dropped by refuse collectors was not cleared up. Officers confirmed that no residue should be left and asked anyone seeing rubbish left in this way to ring the Council straight away. This made it easier to monitor where problems were occurring; and
- It was noted that there was only one road sweeper machine available for use in four Wards.

Darren Evans, City Warden for Thurncourt, drew the meeting's attention to the Ward Action Plan that had been tabled at the meeting, a copy of which is attached at the end of these minutes for information. He then made the following comments:-

- It was hoped that work could be done with local shops to reduce litter problems;
- There were particular problems with dog fouling in the Ward. Patrols were undertaken, the days, times and locations of which would be changed to respond to local conditions, such as the weather;
- Although problems with the recycling point had reduced, they were starting again. Evidence was being collected and work to reduce the problems was being done in conjunction with other service areas;

- He would be working with local Brownies and the Raven Youth Centre on litter picks;
- He would be undertaking educational work with schools, for example visiting school assemblies;
- A good working relationship had been established with the Police, based on mutual help;
- He would be trying to attend the Thursday morning coffee mornings at the Community Centre and as many community days as possible; and
- He thanked everyone concerned for welcoming him in his new role as dedicated Warden for the Thurncourt area.

Some concern was expressed that dog waste bins were not being emptied and that people could be putting bags of dog waste in to ordinary waste bins. In reply, Barbara Whitcombe advised the meeting that a City-wide campaign would be launched in September 2010 to encourage people to clean up dog mess.

The meeting suggested that consideration could be given to setting up a box in Thurnby Lodge Community Centre in which messages for the City Warden could be left.

The City Warden was invited to submit information on campaigns or other elements of his work for publication in the local newsletter.

## **8. HOUSING ISSUES**

The Chair advised the meeting that Neil Rouse, Neighbourhood Housing Manager with Leicester City Council, was now working in a different area of the City. The new Area Manager would be Chrissie Field, although it was not known yet where she would be based. There were various schemes outstanding, so the Ward Members would work with Chrissie Field to ensure they were not forgotten.

The Chair further advised that he had thanked Neil Rouse on behalf of tenants and residents for his work on their behalf during his time based in Thurncourt.

## **9. SPORT UNLIMITED**

Meb Bachoo, Sports Regeneration Officer with Leicester City Council, explained that Sport Unlimited was a government scheme through which local authorities could apply for funding from Sport England to increase the participation of young people in sport.

Meb Bachoo advised that:-

- The "Open Pot" had closed at the end of June, but it was hoped that another would be available after March 2011;



- A programme of activities had been compiled, which would run until Spring 2011;
- Sport Unlimited ran on a different basis each year, so the criteria for receiving funding changed each year;
- This year, the focus was on young people aged 11 to 18, but applications still could be made for sport activities for children and young people of other ages;
- In order to obtain funding, a programme had to aim for 60% of participants continuing to follow the programme;
- The City Council's Sports Regeneration Officers could help people to submit applications to Sport England for funding; and
- Bidders were encouraged to mainly provide activities during school terms.

In reply to questions and comments from residents, Mebs Bachoo explained that:-

- Although this initiative did not provide programmes for older people, they could participate in more sporting activities through the 3X30 pledge, through which people pledged to do at least to do 30 minutes of exercise three times a week;
- It was recognised that the front of the booklet containing the forthcoming programme of activities was not inclusive, as it only showed young, fit people. However, this scheme was driven by Sport England, so the Council was unable to change the image used;
- Each activity needed about 20 young people to attend over an eight-week period;
- Anyone working with young people was encouraged to consider participating in this programme; and
- The Thurncourt area lacked a facility where this sort of programme could run, but Sports Regeneration Officers tried to attend events such as the forthcoming carnival to promote the programme.

## **10. WARD ACTION PLAN**

Francis Connolly, Member Support Officer with Leicester City Council, tabled the Ward Action Plan, explaining that it monitored work being done and progress in meeting the priorities identified for the Ward. A copy of the Plan is attached at the end of these minutes for information.

A resident expressed concern that a lot of accidents were happening at the junction of The Parkway and Havencrest Drive. The road markings there were poor and parking at the junction made it difficult to see other traffic. It therefore was suggested that this could be included in the Ward Action Plan.

Action	Officer Identified	Deadline
Highways officers to be asked to attend the next meeting to discuss the problems being encountered at the junction of The Parkway and Havencrest Drive	Francis Connolly	Before next meeting

## 11. BUDGET

### a) Thurnby Lodge Tenants and Residents Association (TARA)

The meeting was reminded that an application from the TARA for funding for printing and delivering newsletters to homes in the area had been circulated with the agenda.

The TARA Treasurer advised the meeting that other sources of funding were being investigated. Fundraising activities also were being organised, including a Fun Day on 10 July 2010. Money raised through these would help with these costs and, hopefully, help fund future projects. However, one problem facing the Association was that the grant received from the Council had reduced from £1,500 per year to £500 per year.

The bid under consideration was to help the TARA produce eight-page newsletters. Although the newsletters were successful, attracting paid advertising and providing a useful way for people keep in touch with local news, the Association had had problems in getting them delivered. It therefore was planned to pay someone to analyse the best areas in which to focus deliveries.

The Chair advised the TARA that, although the Ward Members supported this application and recognised the importance of the newsletter, the Community Meeting would not be able to provide funding for every edition of the newsletter.

#### RECOMMENDED:

that funding of £500 from the Ward Community Fund be supported for the printing and delivering of 3,000 newsletters.

### b) Thurnby Lodge Brownies – Summer Camp

The meeting noted that a Brownie pack at Thurnby Lodge had asked for financial assistance towards transportation costs for a one-week summer camp. Assistance was requested as, for some of the children involved, this would be the only summer holiday they had.

#### AGREED:

that, as full details of costs were not available at the meeting, the group liaise with the Member Support Officer to complete a formal application for funding.

Action	Officer Identified	Deadline
A formal application for funding towards the cost of a summer camp to be completed by the Brownie pack	Francis Connolly	As soon as possible

c) Rowletts Hill Allotments

A verbal request was made for a grant of up to £500 towards the cost of spraying unused allotments before they were rotovated, when being brought back in to use. Rotovating alone did not work, as the allotments usually had things such as brambles, docks and couch grass growing in them.

It was noted that these allotments were based in Thurncourt, (off Colchester Road).

Action	Officer Identified	Deadline
A formal application for funding towards the cost of spraying unused allotments when they are being brought back in to use be submitted	Francis Connolly	As soon as possible

d) Parents Get Active in Thurnby!

It was noted that, since the agenda had been circulated, an application for funding had been received from Shelley Osborne for £2,900 towards the cost of providing three fitness sessions a week in Thurnby over a period of 40 weeks. The funding would be used towards the cost of equipment, coaching and promotional material for walking and aerobics / circuits based sessions. The application was tabled at the meeting.

There was some concern that the application appeared to be suggesting that the activities would be based in Thurnby, which was outside the City. Carla Lane, Physical Activity Officer with Leicester City Council, undertook to check the location of the proposed venue.

In reply to a question, Carla Lane explained that, although it was hoped that this scheme would help people participate in the 3X30 Pledge, (which was jointly funded by the Council, health authorities and Sport England), current financial support for the Pledge was used to fund the Physical Activity Officer post. Therefore, there was no funding available for items such as the promotional material for the scheme under consideration.

It was noted that a request for Extended Services funding already had been made, but it was suggested that alternative sources of funding also should be sought, as it was hoped that the sessions could be open to anyone in the community. It also was suggested that more information on how the scheme would operate should be obtained. This should include details of the catchment area for the scheme, whether

an alternative venue could be used (such as the Thurnby Lodge Community Centre) and other approaches made for funding.

**AGREED:**

that this scheme is welcomed in principle, but further information is needed before a decision can be taken, including other funding options that have been considered.

Action	Officer Identified	Deadline
Further information to be provided on this application, as described above	Carla Lane	By next meeting

**12. DATES OF FUTURE MEETINGS**

**NOTED:**

that Thurncourt Community Meetings will be held on Monday 4 October 2010, Monday 10 January 2011 and Monday 4 April 2010, the Information Fair at each meeting to start at 6.00 pm and the main meeting to start at 6.30 pm.

*Post-meeting note: the meeting in January 2011 will now be held on Monday, 17 January 2011.*

**13. ANY OTHER BUSINESS**

Stop Smoking Service

Representatives of the Stop Smoking Service from Leicester City Primary Care Trust were present at the meeting.

It was noted that it could be difficult to find support when trying to stop smoking, so anyone who needed help with any aspect of this was welcome to contact the service. For example, the service had various leaflets on different issues and could direct people to their nearest Stop Smoking service.

The meeting also was advised that the service was promoting a Smoke Free Homes initiative. Under this initiative, people who did not feel that the time was right for them to try to stop smoking were asked to sign a pledge that they would go outside to smoke. This had the advantages that it created a smoke free environment for families and pets and it encouraged people to think about how often they smoked.

**14. CLOSE OF MEETING**

The Chair thanked all present for their input and closed the meeting at 8.47 pm

## RAVEN YOUTH CENTRE SUMMER ACTIVITIES

THE ACTIVITIES ARE AIMED AT YOUNG PEOPLE AGE 12 TO 19

START @ 3PM – 6PM.

SOME DAY TRIPS MAY START AT AN EARLIER TIME

Monday 19th July	Tuesday 20th July	Wednesday 21st July	Thursday 22nd July	Friday 23rd July	Saturday 24th July
Registration and programme discussion.  ART/ CRAFTS, BOARD GAMES	SPORTS/ COACHING	TRIP  ICE SKATING	COOKING  ART/ CRAFTS	SPORTS/ COACHING	
Monday 26th July	Tuesday 27th July	Wednesday 28th July	Thursday 29th July	Friday 30th July	Saturday 31st July
ART/ CRAFTS, BOARD GAMES	SPORTS/ COACHING  ART/ CRAFTS	TRIP CINEMA or BIKE RIDE in NOTLAND	COOKING  ART/ CRAFTS	SPORTS/ COACHING  ART/ CRAFTS	
Monday 2nd August	Tuesday 3rd August	Wednesday 4th August	Thursday 5th August	Friday 6th August	Saturday 7th August
ART/ CRAFTS & BOARD GAMES	SPORTS/ COACHING  ART/ CRAFTS	AREA 2 TRIP to Skegness	COOKING  ART CRAFT/ & BOARD GAMES	SPORTS/ COACHING  ART/ CRAFTS	

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# Minute Item 6

## Update for Thurncourt Community Meeting

**Provided by:**  
**Police Sergeant 173 Graham**  
**Neighbourhood Policing Sergeant Thurncourt & Stoneygate**

Although I have had a foot in both camps for the past few weeks with my previous role, I officially took over as the Neighborhood Sergeant on 29<sup>th</sup> June.

I have responsibility for both the Thurncourt & Stoneygate Ward Neighborhoods now.

Although new in this role, this area is a bit like a second home to me as this is the third time I have served here.

I started my career at the old Asfordby Street Police Station; I was a uniform response Officer there, then a detective with Asfordby Street CID.

In 2007 I returned to the area, this time at the new Spinney Hill Park Station as a response Sergeant and then the Deputy Commander for over a year.

When I became aware that there was an opening for a new Neighborhood Sergeant at Thurncourt & Stoneygate I applied immediately and was lucky enough to get the job.

I am off work this Monday, however if it wasn't for an unavoidable prior commitment at home I would have come to the Ward meeting in my own time.

The Team currently comprises of myself, Pc Susan Oakes, Pc Ben Orton, PCSO Ken Huddart & PCSO James Edwards.

Unfortunately PC Orton is off work at present recovering from a planned operation. He is hoping to back initially on sedentary duties in the next week or so though.

The two current Local Priorities are currently under review and a decision will be made whether we are to continue with them or adopt different ones. The current Priorities are:-

- To reduce incidents of anti-social behavior around the shops on Thurncourt Road, between Nursery Road and Bowhill Grove, in the afternoons (1pm to 6pm) daily.
- To reduce incidents of groups of young people being rowdy and causing minor damage late in the evenings at weekends in Bowhill Grove between Wreford Crescent and Thurncourt Road.

Although not decided as yet, it is potentially likely that both will be closed, however I would be very interested in any feedback from the meeting and / or suggestions for other areas of concern.

With regards to crime figures, the Thurncourt Ward Neighborhood remains relatively low in comparison to other nearby areas.

Of the five Neighborhoods covered by Spinney Hill Park LPU (Thurncourt, Stoneygate, Spinney Hills, Evington & Coleman) Thurncourt has the current lowest recorded crime.

In the current financial year the Ward has 144 total crimes recorded; to add some context my other Ward, Stoneygate, which has similar geographical dimensions, has 328 total crimes recorded.

In the month of June the Ward had 57 total crimes recorded; this figure was 108 in June 2009, another good example of reduced crime figures.

These statistics read well but this of course doesn't mean for one moment that the Ward's Neighbourhood Team is anything other than vigilant.

I hope this is some assistance. Apologies again for not being able to attend this particular Ward meeting.

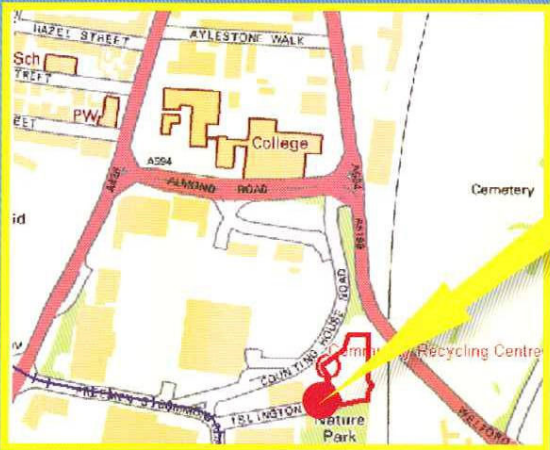


# How to find your local Community Recycling Centre:

Bridge Road, Off Spence Street,  
Highfields, LE5 3LD



Islington Street, Freemans Common, LE2 7QS



For further information on how to recycle in  
Leicester call 0116 252 7002 or visit  
[www.leicester.gov.uk/recycling](http://www.leicester.gov.uk/recycling)

Printed on 75% recycled paper



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## Free removal of your bulky items



# Bulky Waste Collection Service

Leicester City residents can book one collection in any two months period **FREE of charge**.

Things you need to know:

- We will only collect household waste and there are some items we cannot collect, such as rubble and soil, so please check before you book your collection.
- We will only collect those items you have told us to collect, so please ensure the description you give us is accurate.
- We will collect up to 5 bulky items such as a sofa, mattress, or fridge, or up to 15 bags/bundles of garden waste free of charge.
- More items can be collected but these will incur additional charges.
- Garden waste must be bundled or bagged so that each item does not weigh more than can be easily lifted by one person.
- Collection arranged on a day to suit you. Please, let us know of any access issues when booking
- If the waste is to be left outside before collection please ensure it is covered to stop it becoming water logged and too heavy to lift.
- Moving house? End of term? Use our free collection to dispose of your unwanted items responsibly. Waste left on the street is fly tipping and can cost you up to £50,000 and a criminal record.
- Don't forget, before you throw away items see if they could be re-used through your local charity shop.



**To book a Bulky Waste Collection or to find out more about additional costs and restrictions please call 0116 252 7002 or visit [www.leicester.gov.uk/recycling](http://www.leicester.gov.uk/recycling)**

# Community Recycling Centres

If you have access to a vehicle please use our community recycling centres to recycle and dispose of your household waste.

**1. Islington Street - Freemans Common**

**2. Bridge Road - Off Spence Street (cars only)**

Our friendly staff will be able to assist you if necessary.

**Both sites are open from 8am to 8pm (April to September) 8am to 6pm (October to March)**

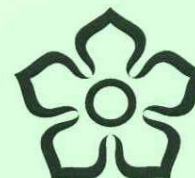
Sites are shut on December 25th/26th and January 1st and close early on December 24th/31st

If you have a van or trailer over 4ft long you will require a **permit** which is available on-line at [www.leicester.gov.uk/recycling](http://www.leicester.gov.uk/recycling) or you can call **0116 216 1914** for a postal application.

Items you can recycle at the community recycling centres include:

clothes	electrical	cooking oil
shoes	fluorescent tubes	garden waste
textiles	fridges & freezers	mixed glass bottles & jars
furniture	large appliances	books
spectacles	mobile phones	cardboard
tapes and discs	printer cartridges	paper
asbestos	small appliances	food tins & drink cans
gas bottles	telecoms & computers	metals
household & garden chemicals	tvs & monitors	car batteries
hardcore & rubble	batteries	used engine oil
soil	plastic bottles	household waste
wood & timber	paint	

Please note, no trade waste will be accepted.



Leicester  
City Council

## Make a Difference!

### Want to clean up your area? Why not get your group involved in a litter-pick!

The Environmental Crime Team and City Wardens are working together to organise clean up days for local community groups / schools.

We have enough equipment to facilitate approx 50 people - both children and adults are catered for. Any rubbish your group collects on the day, will be removed free of charge by our Cleansing Services Team.

Enforcement Officers will be on hand to assist you with your event and answer any waste related queries.

We have had great success with previous events around the City and feel that a few hours work can make all the difference to an area.



For further details and to book a litter-pick event for your group please contact :

[angie.vodi@leicester.gov.uk](mailto:angie.vodi@leicester.gov.uk)

(0116) 252 6430

*Environmental Crime Team & City Wardens  
Working with you to improve the City's Environment!*

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May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10
Educational talks and presentations with Community, Resident, Tenant Groups					
School Educational and Promotional Visits (as when required)					
Dog Fouling and Litter Patrols - Park and open spaces					
Service Requests & Regular Patrols					
Estate / Patch walks with Housing Officers and local residents					
Duty of Cares in the whole of the ward					

Negotiable Events and initiatives

Ongoing Work

Completed Or Committed Work

Educational Initiatives

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Call us on **Leicester 0116 229 8822** if you would like to have this document in another language or format.

## **Thurncourt Ward Action Plan 2010-11**

Welcome to the Thurncourt Ward Action Plan 2010/11.

Everyone wants to live in a neighbourhood that is clean, green and safe, but sometimes the places where we live are not entirely like that. However, many of these problems are not impossible to solve and with partnership work between local people, the Council and other organisations, areas where we live can be improved.

Leicester City Council realises that local people know their area best, and is committed to consulting with residents and acting on issues of concern to improve the environment and people's quality of life.

The Community Meeting initiative has used this approach to identify and try to address locally identified concerns in the Thurncourt Ward. This action plan formalises the first steps in that process.

This action plan outlines local issues of concern in the ward and suggests ways to address these. The actions have been put forward by local residents and businesses and other people with local connections to the area. This is our ward community plan for 2010-11. It describes the priorities that the ward community meeting has decided it wants to address

If we achieve these priorities we will know that Thurncourt Ward Community Meeting is working effectively.

It may not seem like many priorities. But by choosing a small number we will make sure we concentrate our work on the things we know are important and achievable. If we do achieve them before the end of the year – or we find we can't achieve them – we will chose further priorities through discussion with local people.

Throughout the year council officers will monitor whether the agreed action is taking place. At the end of the year the ward meeting will be given an annual report on all of the priorities agreed and whether the action has taken place and been successful. This will help the ward community meeting plan its priorities for the following year.

**Priority code** Thurn 2010/11 - 1

### **What is the problem?**

Highways and Transportation

Up until April 2010, issues of Illegal Parking and the poor state of pavements were dealt with as two separate priorities. These, along with other areas that have come to the attention of the Community Meeting, form part of this priority.

### **How do we know it's a problem?**

When the action plan was originally compiled in 2008 following a consultation exercise with local residents, Highways and Transportation issues were identified as the main priority.

Recent issues within this field identified by the Community Meeting include:

- the need to carry out speed surveys on streets which had a speed problem.
- The need to reinstate pavements following poor work undertaken on pavements on Scraftoft Lane and Uppingham Road.
- The need to monitor parking outside schools.
- The need to situate bus stops in areas where they are required, and to remove ones which are not regularly used.
- Traffic calming on Nursery Road
- Obstructive vehicle Activated Signs on Scraftoft Lane.

### **What has been done?**

Highways and Transportation was the theme topic of community meetings for 2009/10.

Since the inception of the Community Meeting, action has been taken on many issues around improving highways and transportation issues in Thurncourt. These include:

#### **Pavements and Highways**

- A successful bid for £66,000 to improve the condition of kerbs on selected street corners in the ward that had been damaged by vehicles driving over them has been secured. The improvement work will last for approximately two years. This had been identified as a key priority for the Ward and was supported strongly by the Ward Councillors.
- The work to reinstate the pavements on Scraftoft Lane and Uppingham Road is ongoing with an estimated end date of 30 April 2010.



## **Parking**

The parking situation outside schools has been monitored, and no obstructions have been spotted. A 'Don't be a School Gate Parker' campaign has also been introduced by schools. The situation would continue to be monitored by Police Community Support Officers.

In terms of residents parking schemes for Thurncourt, these are seen by Highways Officers as not being suitable for the area as they would not reduce the number of cars that required to park and could reduce the number of parking spaces.

## **Traffic Calming**

The Community Meeting has been receiving regular updates on the traffic calming measures to be installed on Nursery Road. A previous proposal put forward by developers had been deemed not acceptable according to the Council's traffic calming policy, and that a new product on the market was being considered for the whole road. The scheme would come at no cost to the Council and would be funded solely via developer contributions. Following consultation, a report would be prepared for the Director which took into account comments gained via the consultation exercise. Issues by members of the public had been raised in relation to the impact of existing speed bumps in the vicinity and the location of the proposed new ones.

## **Community Meeting Spending**

In January 2010, a sum of £2,500 was granted for a Traffic Regulation Order at the junction of Bowhill Grove and Thurncourt Road to install 'No Waiting At Any Time' restrictions, marked by double yellow lines, in response to local public demand.

## **What will be done?**

In terms of the Bowhill Grove Traffic Regulation Order, the final advert for this work will appear in the Leicester Mercury on 7th July and the lines will be marked on the street on 11th July

At the meeting on 5 July 2010, updates will be provided in relation to the installation of traffic calming measures on Nursery Road and the installation of a bus shelter on Colchester Road.

The Community meeting continue will monitor the overall situation of illegal parking in Thurncourt.

The community meeting will continue to receive progress reports at each further meeting in relation to Highways and Transportation matters.

Further issues relating to this priority have been sought via an exercise to enhance the Ward Action Plan.

**Priority code** Thurn 2010/11 2

**What is the problem?**

Crime and Disorder

**How do we know it's a problem?**

This was not identified as an original ward priority, but was identified as one that should figure on the 2010/11 Ward Action Plan and be monitored by the Community Meeting.

**What has been done?**

At the meeting on 25 January 2010, the community meeting received an update on policing issues in the Ward from Sergeant Kooldip Johal.

The overall crime rate for the Thurncourt Ward is low and the aim is for this to be maintained.

Police Officers are now based at Thurnby Lodge Community centre to hold police surgeries.

**What will be done?**

The Thurncourt Ward now has a new police Sergeant, Daniel Graham, who will continue to provide updates to the Community Meeting in 2010/11 on policing issues in Thurncourt.

At the meeting on 5 July, there will be an update on policing issues in Thurncourt and a summary of the crime figures for the area.

Police Community Support Officers will continue to work with the Community Meeting in terms of monitoring the levels of parking outside schools and will report regularly to meetings.

Further issues relating to this priority have been sought via an exercise to enhance the Ward Action Plan.

**Priority code** Thurn 2010/11 / 3

### **What is the problem?**

Environmental Improvements

Up until now, issues of litter and grass cutting and have been dealt with as two separate priorities. These, along with other areas that have come to the attention of the Community Meeting, form part of this priority.

### **How do we know it's a problem?**

Environmental Services was the themed area for the 2009/10 municipal year.

Issues of litter and grass cutting were seen as key ward priorities when the Action Plan was compiled in 2008.

Between April and December 2008, the following satisfaction rating was achieved in Thurncourt:

Litter and detritus:	91.8% (4% higher than city average)
Graffiti:	86.1% (3% lower than city average)
Fly-posting:	98.9% (same as city average)
Fly-tipping:	100% (1.5% above city average)

Responses to the original consultation indicated that the verges are not being maintained and that rubbish and litter is thrown onto the areas. Particular areas originally identified included Outside Willowbrook Activity Centre, Ocean Road, Stornoway Road/Thurncourt Road alleyway and Cross Keys Lane.

### **What has been done?**

Officers from Biffa and Waste Management have regularly attended meetings to discuss resident's concerns around waste collection.

#### City Wardens

In 2008, The City Council introduced a pilot scheme of City Wardens, covering certain parts of the City. The aim of the service was to

- Improve the quality of the local environment,
- To engage with local communities to promote the local environment, and
- To provide a visible and approachable "on-the-street" reassuring presence and point of contact for the public.

Their duties cover a wide range of issues including; litter, graffiti, fly-posting, nuisance parking (vehicles for sale or being repaired on the highway), leaflet

distribution, dog fouling, bins on streets, and waste duty of care. They also observe and report any other issues relating to Council services.

From April 2010, a City Warden has been designated to the Thurncourt Ward and will formally introduced to the meeting on 26 April 2010. The new warden will be expected to attend all Thurncourt Community Meetings to investigate problems identified by residents and to work with the community meeting to form solutions to such problems.

*The new City Warden for Thurncourt (Darren Evans) attended the meeting on 26 April 2010 to introduce himself and to outline how he planned to work with the local community.*

*The City Warden Team have made available litter pick packs to allow residents to assist in maintaining the cleanliness of the Ward.*

*The City Wardens Team were to launch a summer campaign to tackle the issue of dog fouling.*

### Grass Cutting

Following consultation with local residents, it has now been agreed that the area at the bottom of Ross Hill Crescent/Cross Keys Green will receive grass cutting on a regular basis. This area did not previously figure on the cutting schedule.

### Community Meeting Spending

In July 2009, a sum of £345 was granted to provide 3 dog litter bins in the Ward to help to reduce dog fouling on pavements and grassed areas and to enhance the environment of the community.

In November 2009, a sum of £500 was awarded to the Friend of Willowbrook Park Group to pay for the planting of bulbs and shrubs.

### **What will we do?**

The Community Meeting will receive updates to each meeting from the City Warden in respect of responding to issues raised by residents around environmental improvements.

*Officers from the City Council's graffiti team will attend the meeting on 5 July to inform residents of how they can become involved with the latest anti-graffiti programme.*

*The City Warden's team will attend the meeting on 5 July 2010 to explain the six month action plan and take comments from those present on the actions outlined within it.*

**Priority code** Thurn 2010/11 /4

### **What is the problem?**

Youth Provision and Employment/Training Opportunities

### **How do we know it's a problem?**

Youth Provision was identified as one of the original Ward priorities in 2008, and will remain within the Action Plan for 2010/11. This priority will also include work around raising employment and training opportunities in Thurncourt.

### **What has been done?**

A local survey of "what's available" to be carried out jointly by the statutory services and the local voluntary sector providers

From Summer 2009, some youth services began to open on Friday and Saturday evenings which had been popular with users.

Young people have been encouraged to become youth leaders, been trained to run their own youth groups and had gained qualifications in youth work.

The vacant post at the raven Youth Centre has now been filled, and consultation is to commence around what youth facilities users would like.

*At the meeting on 26 April 2010, the Community Meeting will received an update on the work of the Raven Centre. The usage of the Raven Centre has recently increased, and a three week programme of summer events had been prepared. Furthermore, a summer football tournament had been arranged.*

Julie Chapaneri is currently working as the integrated services co-ordinator for people between 0-19 years.

### **Community Meeting Spending**

In February 2009, a sum of £3,995 was awarded to the Willowbrook Activity Centre for the 'Making It Happen' initiative. This provided two an extension of young peoples sessions held at the Centre. The project was based on a structured programme of activity with the emphasis on achieving and learning

In October 2009, a sum of £850 was awarded to the 1<sup>st</sup> Thurnby Lodge Brownies group towards the provision of camping equipment, room hire and new uniforms.

In January 2010, a sum of £666 was awarded to the Thurnby Lodge Community Club to provide new computer equipment which are being used for learning purposes. The sessions are attended by many people who are

seeking employment, and the Computer Club is also attempting to forge links with Youth Centres to raise the involvement of young people.

### **What else will be done?**

Members have agreed that there will be a strong focus on youth services for the 2010/11 municipal year.

*At the meeting on 5 July, information will be provided on the 'Sport Unlimited' scheme, the encourages the participation of young people in a variety of sports.*

In order to inform the planning for this focus, the meeting is asked to comment specifically on the particular issues in the ward relating to Youth Provision to help identify those areas that need to be explored in detail during 2010/11.

The Community Meeting is also asked to identify particular issues around employment and training for the community meeting to focus on.

Further issues relating to this priority have been sought via an exercise to enhance the Ward Action Plan.