

## THURNCOURT WARD COMMUNITY MEETING

27 JANUARY 2014

### ACTION LOG

Present:

Councillor Fonseca

NO.	ITEM	ACTION REQUESTED AT THE MEETING
26.	<b>INTRODUCTIONS &amp; APOLOGIES</b>	<p>Councillor Fonseca, in the Chair, welcomed everyone to the meeting.</p> <p>Councillor Fonseca declared an Other Disclosable Interest in that he had been a volunteer at the Citizens Advice Bureau for the last three months. This interest was not considered so significant that it was likely to prejudice Councillor Fonseca's judgement of the public interest. He was not therefore required to withdraw from the meeting.</p>
27.	<b>ACTION LOG – 21 OCTOBER 2013</b>	<p>Minute 17 – Partnership and Strategy Officer to e-mail details of expenditure on the UK City of Culture bid to interested parties. (See also the attached information.)</p>
28.	<b>LEICESTERSHIRE CITIZENS ADVICE BUREAU</b>	<p>All to note that:-</p> <ul style="list-style-type: none"><li>• The Citizens Advice Bureau (CAB) had moved to the 3<sup>rd</sup> Floor of 60 Charles Street.</li><li>• The CAB could be contacted either at its office or by telephone. Councillors and partner agencies also could refer people for help.</li><li>• A copy of the information presented at the meeting is attached to the Action Log for information.</li></ul>
29.	<b>HIGHWAYS ISSUES</b>	<p>All to note that:-</p> <ul style="list-style-type: none"><li>• The problems with footpaths identified on the patch walk had been included in the highways maintenance programme.</li></ul>

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		<ul style="list-style-type: none"> <li>• Ward Members were liaising with the Police about the crossing opposite Thurnby Lodge School. The City Mayor had been asked to prioritise this crossing.</li> <li>• The issues identified during the last patch walk (2 December 2013) are attached at the end of this Action Log for information.</li> <li>• The bollards in Colchester Road had been installed in their current location to stop vehicles driving up the pavement.</li> </ul> <p>Residents to let the Ward Councillors know the location of potholes in the Ward.</p> <p>Ward Members to re-visit Dudley Avenue to investigate vibration problems caused by buses.</p> <p>Highways officers to investigate problems identified with roots damaging the surface of the Stornaway Road Footpath.</p>
30.	<b>HOUSING ISSUES</b>	<p>All to note:</p> <ul style="list-style-type: none"> <li>• The steps/fencing at the back of the Ocean Road bungalows were complete.</li> <li>• 5 new benches had been installed in the garden at Dudley House.</li> <li>• The upgrade work at Dudley House was complete.</li> <li>• The seventh piece of multi-gym equipment had been installed at Willow Brook. It was hoped that the gym equipment could be officially opened later in the year.</li> <li>• At the request of tenants, the Environmental Fund for 2014/15 (£45,000) would be used to refurbish Thurncourt Shopping Parade. This would include extra security and lighting.</li> <li>• It was anticipated that there would be enough money in the Environmental Fund to also plant bulbs in most green spaces across the Ward.</li> </ul> <p>The Housing Area Manger to investigate the feasibility of including moving the noticeboard from outside the funeral parlour to near the bank machine at the Co-op in the refurbishment scheme.</p> <p>The Housing Area Manger to bring designs for the refurbishment of the shopping parade to the next meeting.</p>

NO.	ITEM	ACTION REQUESTED AT THE MEETING
		The Housing Area Manger to ensure that the company installing the gym equipment at Willow Brook reinstates the area properly.
31.	<b>CITY WARDEN</b>	<p>All to note that the large bush on Stornaway Road had been removed and trees covering the telephone wire had been cut back.</p> <p>Residents invited to pass information on the dog fouling taking place in Brook Road to the City Wardens.</p> <p>City Wardens to liaise with Severn Trent Water to ensure that the broken fire hydrant cover is replaced.</p> <p>City Wardens to pass details of the problems with trees to the Partnership and Strategy Officer for passing on to Trees and Woodlands Officers.</p> <p>City Wardens to investigate the problems being caused by the Council van parking in Ocean Road.</p> <p>All to note the new telephone number for Customer Services (0116 454 1001).</p>
32.	<b>POLICE ISSUES UPDATE</b>	<p>All to note that:</p> <ul style="list-style-type: none"> <li>• The Police are aware of the person who urinates near the shops.</li> <li>• The number of Police officers in the Ward was still the same, but the personnel had changed.</li> <li>• The lights at the ball court on Willowbrook Park next to the youth club, for which funding had been given, were now installed and working.</li> <li>• Problems were being caused by parents parking dangerously at schools. They therefore were being asked to park further from the school and walk.</li> <li>• Burglaries had reduced by 10 in the period since November 2013 (to 9). One robbery had been recorded during this period (the same as previously), along with 10 cases of criminal damage (down by 3) and 1 case of racial and religious crime. Anti-social behaviour was down by approximately 80%.</li> <li>• The total number of crimes recorded had reduced from 240 to 140, which was on target under the Policing Plan set by the Police and Crime Commissioner.</li> </ul> <p>Ward Members to invite the Police and Crime</p>

NO.	ITEM	ACTION REQUESTED AT THE MEETING
		Commissioner to attend a Thurncourt Community Meeting to discuss how his Policing Plan is prepared.
33.	<b>WARD COMMUNITY BUDGET</b>	<ul style="list-style-type: none"> <li>• Community Bicycle Rack (Application 3197) – application deferred to enable Ward Members to investigate alternative sources of funding. Partnership &amp; Strategy Officer to liaise with the applicant.</li> <li>• Drama @ the Raven (Application 3198) – grant of £350 to Alison Handley supported under the fast-track procedure</li> <li>• The Generation Games (Application 3199) – the grant of £250 to Jumpin Jacqs supported under the fast track procedure to be returned as the Games will not now be held</li> <li>• Security Fencing and Disabled Access (Application 3200) – grant of £500 approved to the 55<sup>th</sup> Community Group</li> <li>• Batons and Uniform (Application 3201) – grant of £500 approved to Envoy Twirlers</li> </ul>
34.	<b>ANY OTHER BUSINESS</b>	<ul style="list-style-type: none"> <li>• All to note that residents could register together for discounts from energy suppliers, who would bid against each other to give the best tariff. Details were available on the City Council's website or from its Home Energy team.</li> <li>• The Partnership and Strategy Officer to advertise the date of the next patch walk as soon as possible.</li> <li>• The next Meet the Mayor event would be held in Thurncourt Ward. The date would be arranged shortly.</li> </ul>
The meeting closed at 7.15 pm		

## **EXPENDITURE ON THE UK CITY OF CULTURE BID**

The budget for the bid development phase up, until bid submission at the end of September was £100,000 (paid for by Leicester City Council, University of Leicester, De Montfort University and Leicestershire County Council). This has been for promotion and engagement activity, communications, and support from bid writers.

The project has been on time and on budget.

In the next phase, through to December, there is a working budget of £25,000 funded by De Montfort University and Leicester City Council.

The benefits of the programme will aim to offer opportunities for all the City's residents to become involved in the City of Culture year and

- community engagement strands will work specifically across the City
- there will be a general programme across the city that will be open to all
- there are potential economic benefits that could impact on residents, for example jobs





## Leicester Advice Service

Helen Child, City Operations Director  
LeicesterShire Citizens Advice Bureau

## About Citizens Advice

### Our aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

### Our principles:

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

It values diversity, promotes equality and challenges discrimination.

Each Bureau is an independent charity.

# The Leicester Advice Service

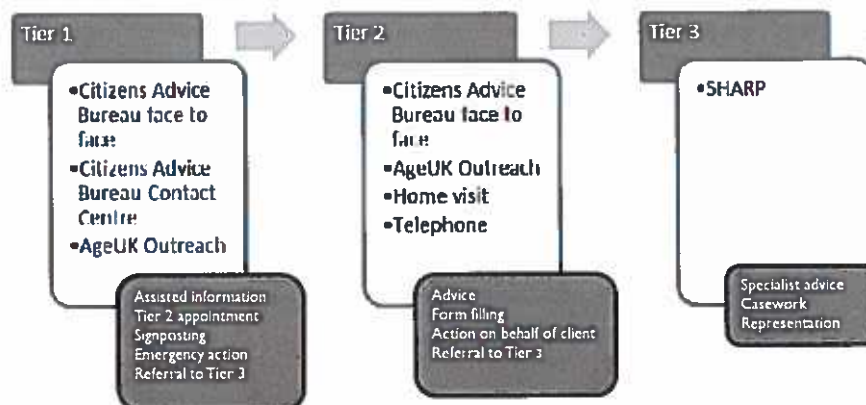
## Service Overview

- LeicesterShire Citizens Advice Bureau awarded advice services contract from April 2013
- Face to face and telephone services at LeicesterShire CAB city centre office – 3<sup>rd</sup> floor, 60 Charles Street
- Outreach advice in 10 wards delivered by our partners AgeUK
- Some home visits available - delivered by AgeUK
- Specialist advice in debt, benefits, employment and housing by our partners SHARP from Welford Road

**From April to end December:**

**8906 clients received basic help**

## Overview of our service delivery





## **Accessing our service**

For clients accessing the service without a referral, we can be reached in the following ways:

### *Face to Face*

- LeicesterShire Citizens Advice Bureau, 3<sup>rd</sup> floor, 60 Charles Street, Leicester LE1 1FB
- Monday- Friday 9.00-4.30

### *Outreach venues*

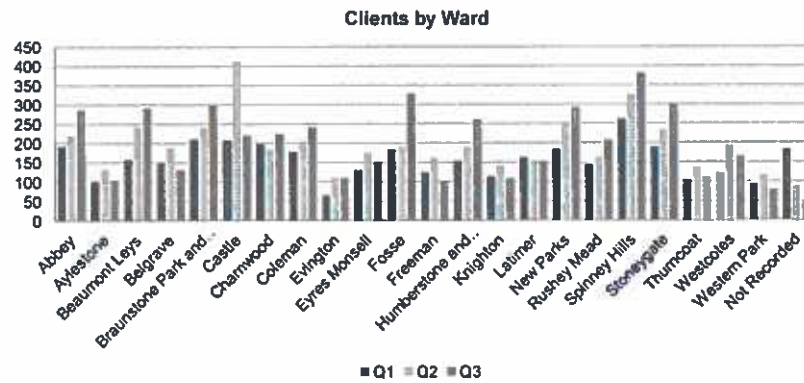
### *Telephone*

- 0844 417 1025 from a landline, Monday – Friday 9-4
- 0300 330 1025 from a mobile, Monday – Friday 9-4

## **How to Refer**

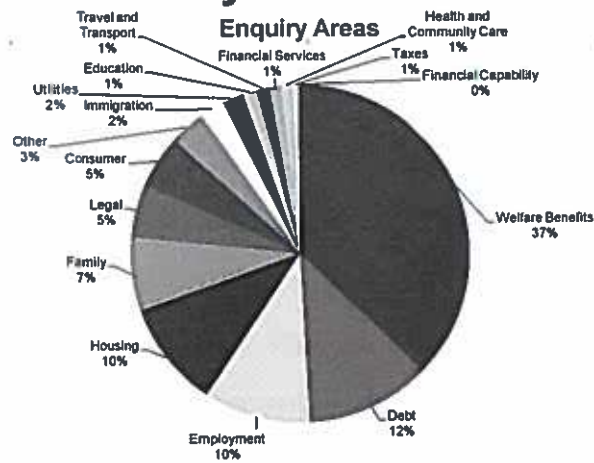
- Councillors and partner agencies can refer clients to us directly
- This gives a more streamlined service for the client who will be contacted by us directly, and will not have to give their details multiple times.

## Who is using the service?



In Thurncourt, 354 clients seen between April – end December

## What do they need?



## **Volunteers**

- The use of volunteers to deliver advice and information is fundamental to the Citizens Advice approach.
- We provide volunteers with comprehensive and recognised training and valuable experience of the workplace.
- Our volunteer staff are recruited from across the City and therefore reflect the diversity within the community.
- Volunteering also offers valuable work experience and is often a way into paid employment.
- We have work experience programmes in place with DWP, Ingeus, DMU, and Apex Works.

## **Volunteering**

- |  |                         |
|--|-------------------------|
| • Who?   | • Why & How?            |
| • A wide range of people                       | • Work experience       |
| • Over 18                                      | • Contact centre skills |
| • Functional skills, not formal qualifications | • Work skills           |
| • Relevant criminal convictions                | • Legal training        |
|  | • Application form      |
|  | • Interview             |
|  | • Training              |

**Offering online advice 24 hours a day**

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- Covers the law in all four UK countries.
- Easy-to-use information in English and Welsh and other community languages.
- Handy fact sheets and sample letters to print.
- Signposting to trusted sources of further advice.

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LeicesterShire CAB**



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[youtube.com/CitizensAdvice](https://youtube.com/CitizensAdvice)**

**[www.leicscab.org.uk](http://www.leicscab.org.uk)**

### Thurncourt Ward 3<sup>rd</sup> Patch Walk - 2 December 2013

	Issue	Department	Action
1	Visit to No 12 Dudley Avenue – resident had mentioned that the house was vibrating when the buses go by. We did ask resident if she had any cracks but she didn't have any. She also mentioned that she wanted to buy land in front of the property but had previously been refused.	Housing	Cllr Fonseca to re-visit Dudley Avenue  Housing Dept will not sell this land.
2	Somers Road Garage site – The metal gate that is currently in between 30 and 32 Somers Road leading into the garage site has been broken into 3 times in the last few months. Residents from No 30 Somers Road and 23 Gervas Road had received keys as they rent the parking spaces/garages in the area. Also they have access to their back gardens via the garage site.	Housing	Site was visited by Shobhana Patel from Community Safety and she is waiting for further information to get a quote for a new lock and keys for metal gate. Rowlatts Hill Housing Office to liaise with the number of keys required for residents.
3	Alan Gratrix also raised concerns regarding the garage site as it was overgrown with shrubs and some of the garages were very old. The site also looks unsightly.	Housing	Alan was advised that there are currently no resources available to develop this site but do need to make it secure to stop people getting into the site. Probation Services have assisted to clear the shrubs and have been doing this around Thurnby and Rowlatts Hill Area.
4	The hedge between 30 and 32 Somers road does need trimming back.	City Warden	Work on-going
5	Lamp Post between Dakyn Road and Perkyn Road, lamp post No 6 –one has been replaced and old one still there.	Housing	Lighting Section waiting for EON to disconnect so that the old lamp can be removed.
6	Carriageway pot holes identified on patch walk	Highways	Repairs complete
7	Damage on private forecourt outside Oriental Express	Highways	Repairs complete
8	Wintersdale Road – warning signages	Highways	Transport section say road is not classified as a recorded accident cluster site and there is no evidence that accident remedial measures are needed – so no plans by them to install any new traffic warning signs.

