

ACTION LOG
Rushey Mead Ward Community Meeting
11th January 2024
7pm – 9:30pm



Present

Cllr Devi Singh Patel
 Cllr Geeta Karavadra
 PC Christopher Bramley
 PCSO Muhammad Khalifa
 WCEO Laura Burt

Apologies

Cllr Bhupen Dave

Item	Action to note	Who
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1.	Introductions & Apologies, Declarations	
	<ul style="list-style-type: none"> The Chair, Cllr Devi Singh Patel opened the meeting and welcomed everyone. No declarations were noted. 	
2.	Councillors Feedback	
	<ul style="list-style-type: none"> The meeting noted an update from Councillors. 	
3.	City Warden Update	
	<ul style="list-style-type: none"> The meeting noted a written update from the City Warden – Appendix 1 Request to find out when educational leaflets will be available and delivered to residents. Request for information on where the hot spot fly-tipping areas are in Rushey Mead Ward. City Warden and Cllrs to arrange a patch walk, targeting pan spitting hot spots. Residents asked to report any issues to the City Warden at City-Warden@leicester.gov.uk. 	City Warden City Warden City Warden City Warden Residents
4.	Police Update	
	<ul style="list-style-type: none"> The meeting noted a Police update from PC Christopher Bramley and PCSO Muhammad Khalifa. 	
5.	Housing Update	
	<ul style="list-style-type: none"> The meeting noted a written update from Housing - Appendix 2 Request to find out how many empty properties in Rushey Mead Ward. Residents asked to report any issues to the Housing Team. 	Housing Residents
6.	Highways Update	
	<ul style="list-style-type: none"> The meeting noted a written update from Highways - Appendix 3 A request for Highways officers to consider installing a filter lane approaching Troon Way from Nicklaus Road. Speeding and dangerous driving identified along Peebles Way and Troon Way. A request to monitor these roads. 	Highways Highways

7.	AOB	
	<ul style="list-style-type: none"> Request to re surface the path on Jesse Jackson Park to allow for easier access. 	Parks

8.	Ward Community Budget	
	<ul style="list-style-type: none"> The meeting noted a Ward Funding Update. Opening balance: £18,000 Number of applications supported: 19 Balance remaining: £5,602 	WCEO

The meeting closed at 9:30pm

Appendix 1 – City Warden Update

AREA WORK

One of the most frequent complaints dealt with in Rushey Mead are those relating to untidy private land. When waste and overgrowth accumulate on land it can encourage vermin and other anti-social behaviour to an area. For this reason, the Council is able to instruct owners to clear and maintain private land.

During the course of 2023, over a dozen separate sites were dealt with, with notices and warnings being served on landowners and tenants.

The majority of these sites were cleared by the owners, and several meetings were held to discuss the issues with the owners and the best way to remedy the situation. On a couple of occasions, the owners did not complete the required work, and this was carried out by our contractor, with all charges placed upon the land.

Several cases are still ongoing.

BINS ON STREETS

Although bins left out on the street is not as large a concern as in other areas of the city, we still have a few streets where they do cause concern – primarily the terraced streets between Melton Road and Harrison Road. Bins left out lead to various issues such as fly-tipping and interfering with access on the public highway. For this reason, City Wardens monitor areas and issues notices to properties, including businesses, to ensure their bins are kept off the street. If the notice is ignored, fixed penalties may be issued. During this process, abandoned bins are also identified and removed.

DOG FOULING

This is not a major problem in Rushey Mead. There are, however, a couple of locations with repeat offenders, primarily Harrison Road. Signs have been ordered and will be installed as soon as possible in the key areas (they may have been done by the time of the ward meeting). Patrols have been carried out and visits made. Unfortunately, no enforcement action has been taken yet.

DUTY OF CARE

One of the factors that can lead to regular fly-tipping, is businesses failing to dispose of their waste legally. During fly-tip investigations, several businesses have been investigated and fixed penalties issued for failure to have a waste contract.

Over the course of 2024, I hope to conduct Duty of Care inspections to all businesses within Rushey Mead.

FLY TIPPING

Fly-Tipping is the main concern we face over the entire city, and probably the country. The council spends millions every year clearing up waste. There are several hot-spot locations in Rushey Mead which face regular deposits of domestic waste – primarily old furniture. With bulk items, it is often impossible to find the culprit. However, when bags of waste are involved, evidence is frequently found and investigations are conducted. Fixed Penalties, clean-up costs and Warnings have been issued following successful investigations.

GENERAL

Patrols continue throughout the week on Rushey Mead. During patrols I focus primarily on high footfall locations, such as Melton Road and Harrison Road. Around 30 Fixed Penalty notices have been issued this year in response to littering from vehicles, pan spitting and littering in the area. Monthly evening patrols with the police and cleansing team have been carried out to tackle hot spot problem areas and various issues. A stolen vehicle was identified and removed by the police in the Harrison Road area during the most recent evening patrol.

There have been a few cases of Nuisance Parking (vehicles for sale or being repaired) in the ward, and warnings have been issued when possible to those responsible. Several streets are monitored regularly in response to complaints.

Warnings have been issued to several properties regarding bird feeding, and residents have been spoken to. Although some of this behaviour is conducted in back gardens, bird feeding encourages vermin and can lead to damage from birds roosting on neighbouring properties. In these cases, we provide education leaflets and warnings to change behaviour.

We have conducted several patch walks with local councillors and other departments to identify issues and speak to the public.

And to finish on a positive note, during a recent patrol, I recovered a loose dog roaming on Gypsy Lane. It had escaped from its home when a gate was left open. After knocking on a few doors, the dog was returned to its owner before any accidents or fouling could occur.

Appendix 2 – Housing Update.

Staffing:

Team Leaders:

Paresh Chandarana (working Mon/Tue AM and Wed 18.5 Hrs). Just started working in this area from January 24 – happy to meet Cllrs and carry out a patch walk to identify issues of concern and what we can do to address these.

Marlene Blake (working Wed/Thur and Fri)

Neighbourhood Housing Officer(NHO):

Jitu Mistry – deals with tenancy matters on Rushey Mead Council properties.

Asst Neighbourhood Housing Officer:

Nalin Mistry (Carries out Fire Inspections in LCC owned properties once a month, reports issues identified during the visits such as repairs/cleaning, abandoned cars etc.)

We have Neighbourhood Improvement Team (NIT) who will be going out in January '24 to carry out Grounds Maintenance work in the area – this work is scheduled for W/C 15/01/24 and W/C 22/1/24. Jitu Mistry has been to Rushey Mead on Monday 8/1/24 and has identified work for the NIT.

Housing Repairs

The R&M team have responded to 62,700 repair requests during this financial year, completing over 58,600 repairs in the same period.

When measured against our key performance indicators, we can see that:

Indicator	Direction of travel	2021-22	2022-23	2023-24 YTD
Percentage of repairs completed at first visit (excludes external works)	Higher is better. Target is 85%.	78%	76.2%	76.3%
% of all outstanding repairs which are out of category (excludes Gas and Voids)	Lower is better.	26%*	19%*	21%
Percentage of repairs completed within target time	Higher is better. Target is 90%	87%	85.7%	82.1%
Percentage of repairs reported where a complaint has been received	Lower is better. Target is <0.5%	0.10%	0.08%	0.08%

We are continuing to focus on reducing our outstanding workloads, the bulk of which relate to fencing, roofing and external ground-work repairs.

Our Voids Team continue to show improved performance with 381 active Voids being worked on at present. This figure has reduced from the 449 active Voids we held in May 2023.

Craft vacancies, which have remained stubbornly high over recent years, have come down, mostly thanks to streamlining the recruitment process, and working closely with our corporate recruitment team to advertise our vacancies more creatively.

It's pleasing to report that craft vacancies are now down to 11 posts at present, but we should recognise that the number of vacancies can fluctuate throughout the year as people leave, retire, or move into other roles.

We have also taken the decision to increase the amount of craft apprenticeship opportunities we are offering each year, and in 2024, there will be an additional 10 apprenticeship places that will be added to 8 opportunities that are already on offer. These apprentices, along with the others already within their programmes, will help to retain craft resources at an appropriate level and protect us from the challenges we have faced from the external labour market going forward.

Appendix 3 – Highways Update

At the previous meeting (14/03/23) the following points were raised. I have included our responses in red:

- Residents noted that parents were parking on Gleneagles Avenue during school run hours and it was blocking both sides of the road and stopping residents being able to leave their drives.
 - This is an ongoing issue, only temporarily resolved during joint sting operations with the police or when our CEOs are on site. There are no intentions to install any further school run parking measures.
- The speed bumps on Harrison and Melton Road were too high.
 - All speed humps in the city have been installed to the recommended height. There are no speed humps on Melton Rd itself.
- Lighting on Jesse Jackson park was not working on a Saturday.
 - We did check the lighting on Jesse Jackson Park and have found no evidence of any outages in the past or currently.
- Residents would like more lighting on Rushey Fields recreation ground.
 - We have to consider lighting installations on parks and public open spaces extremely carefully as they can impact on ecology and can also have an adverse effect on crime and anti-social behaviour, with users remaining on site later into the night, attracting group gatherings and disturbing neighbouring residential properties.
 - Rushey Fields Recreation Ground currently has lighting along the main footpath which is illuminated all the way from Harrison Road to Gleneagles Walk and there are 25 lamp columns in total. There are no plans or funds available to light any other paths in the park which covers a large area.
 - This request has been received and carefully considered previously (Oct 2021), Police statics demonstrated that often parks with the highest crime figures aligned to those best lit in the evenings, Nelson Mandela Park for example which has extensive onsite lighting.
- Residents reported issues on Peebles Way at school drop-off and pick-up times. Options were discussed with the Officer including a one way system, Safer Streets Healthier Neighbourhoods (SSHN) Scheme and bollards being installed.
 - As per Gleneagles Avenue, this is an ongoing issue, only temporarily resolved during joint sting operations or when our CEOs are on site. There is no intention to install any further measures. A one-way system has also been looked at but would affect too many residents on Peebles Way and Roseway and so was not taken further.
- Residents requested more CEO presence in Stafford Street.
 - Our CEO's regularly patrol Stafford St and over the past year we have the following figures:
 - Visits -586
 - Observations - 379
 - Penalty Charge Notices – 258
- There were 2 old cars in Stafford Street that needed towing.
 - The 2 vehicles mentioned are on private land and so we are unable to remove.

Highways Maintenance Works

Melton Road Scheme – Planned to start on site in February/March. Works to improve cycling and walking infrastructure along the length of the Melton Rd corridor (Troon Way to Rushey Mead Fields). In conjunction we will be undertaking minor carriageway surfacing and installing a new toucan crossing near the park.

Red Hill Flyover - Approximately £350k of work to replace the bridge bearings and joints, to ensure that this very important structure remains fit for purpose for the next 30-40 years.

We continue to inspect the footways and carriageways around the ward and in the last 12 months have found actionable defects as follows:

- Carriageway - 126 orders
- Footway - 103 orders

Utility Works

No major utility works upcoming in the next 6 months.

Road Safety

The signals at the Troon Way / Nicklaus Rd junction were modified in October 2023. Both right turn manoeuvres from Troon Way to Nicklaus Rd are now positively controlled by traffic signals, removing the need for drivers to turn right through gaps in the opposing traffic flow.

In terms of controlling right turn movements, the change has been very successful, and drivers have quickly adjusted to the new arrangement.

Inevitably, adding in the additional signalised movements will have detracted from the amount of green time available for other movements. Initially, this did have a negative affect that seemed to affect Gleneagles Avenue more than other approaches. Through the course of our routine monitoring and the normal period of adjustment that follows any changes we have balanced out the available green time and things seem to have settled down a lot.

School Streets

We continue to work with Herrick Primary School to retain the school street on Lockerbie Avenue and are looking at ways to resolve the bottle neck on Braemar Dr at school run times. The school is a well engaged and an active WOW school. During February 2023 we delivered a whole school WOW and Park & Stride launch assembly followed an Active Travel/Air Quality Workshop to 2 lots of Year 2 classes. We also supported a Multi-agency school gate pledge event arranged with Leicester University to promote clean air, WOW and Park & Stride. The Park & Stride site is Sainsbury Melton Road.

Soar Valley College were offered our Next Steps to Secondary intervention for Year 7s on their transition day from primary last July with an additional option for a follow up Walking Challenge in their first term at Secondary. Unfortunately, due to capacity and the complications of teacher industrial action falling on transition day the school were not able to take part.

We also currently work with Rushey Mead Primary school, and they are a well engaged and active WOW school. They have a Park & Stride site on Rushey Fields Rec car park and the school does promote using this in conjunction with WOW Walk to School. Additionally, we ran a pledge event on the 13th June 2023 to promote WOW, Active Travel to school and use of the Park & Stride site. This engagement event for parents and children took place on the school playground after school at pick-up time.

Flooding and Drainage

Flood Event on 22nd June 2023.

Background:

- Intense rainfall event hit the south and east of the city between 5:00pm and 6:30pm
- Moving from southwest to northeast included areas in Oadby and Wigston.
- With a rainfall intensity greater than 32mm per hour
- Over 50mm in total, as much as we can get in one month.
- Sewer systems are generally designed for 12mm to 25mm per hour.
- The hydraulic capacity of the sewers was significantly exceeded leading to overland flow towards the lowest point.

- Flooded roads channelled the flood water.
- Reports were received for over 67 properties across the city that flooded internally.
 - 1 property is in the Rushey Mead ward (Canon Street)
- The force of the flood water lifted inspection covers and damaged road surfaces.

Lessons learned:

- Property owners were not aware of their flood risk and were under insured.
- Property owners were not aware of what they could do to mitigate the impact of flooding on their property.
- There was a lack of understanding of the council's role and responsibilities and those of other flood risk authorities.

Going forward:

- A detailed report is being prepared into the event and the properties effected. This will be published online.
- These flooding events are becoming more frequent and more severe.
- The drainage infrastructure which can date from the Victorian era is under increasing pressure from urban creep, housing extensions, increased areas of impermeable driveways and gardens paved over and built on.
- New developments sites are using sustainable drainage and green spaces and planting trees to address these pressures.
- The public must become more aware of the risks and respond to the demands of climate change.

Flood Event on 2nd – 4th January 2024

We are aware that several properties experienced internal flooding on Gleneagles Avenue and Roseway. We are in the process of working with the Environment Agency, Severn Trent Water and Canal & River Trust to understand the reasons and impact.

A Section 19 flood report will be drafted and shared.