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## **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.