# MINUTES OF THE PARISH LIAISON MEETING, THE COMMUNITY HUB, CASTLE DONINGTON

# WEDNESDAY 5 DECEMBER 2018, 5pm – 7pm

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| **Attendance** |
| **Attendees**Alain Skelding, Normanton le Heath Parish Meeting, ClerkBob Sizer, Castle Donington Parish Council, ChairmanCathy Tibbles, Whitwick Parish Council, Parish Manager Chris Robinson, Swepstone Parish Council, Chairman Colin Burton, Castle Donington Parish CouncilDawn Roach, Measham Parish Council, ClerkFiona Palmer, Castle Donington Parish Council, ClerkGill Simkiss, Lockington cum Hemington Parish Council, ClerkJanette Shepherd, Heather Parish Council, ClerkKaren Edwards, Packington Parish Council, Clerk Maggie Mawby, Ellistown & Battleflat Parish Council, CouncillorMartin Buczkiewicz, Osgathorpe Parish Council, ChairmanNicola Burbidge Mullen, Belton Parish Council, Chairman Ray Woodward, Whitwick Parish Council, Chairman Samantha Lockwood, Long Whatton & Diseworth Parish Council, Clerk; Breedon on the Hill Parish Council, Clerk Simon Weaver, Hugglescote and Donington le Heath Parish Council, Clerk Steve Palmer, Hugglescote and Donington le Heath Parish Council, Councillor **Presenters**Paul Holliday, Swannington Parish Council, Chairman (PH)Helen Foster, Swannington Parish Council (HF)Tom Shardlow, NWLDC, Head of Customer Services (TS)**Officers**Amy Bennett, NWLDC, Stronger and Safer Communities Support Officer Catherine Ridgway, NWLDC, Community Focus Officer Daphne Robinson, NWLDC, Community Focus Officer Emma Trahearn, NWLDC, Community Focus Team Leader Gillian Squires, NWLDC, Community Focus Officer**Apologies**Colin Manifold, Measham Parish Council, ChairmanDavid Hignett, Kegworth Parish Council, ChairmanJack Fargher, Ashby de la Zouch Town Council, Town ClerkLindsay Swinfield, Oakthorpe, Donisthorpe & Acresford Parish Council, Clerk; Appleby Magna Parish Council, ClerkNicola Land, Worthington Parish Council, ClerkPaul Bailey, Normanton le Heath Parish Meeting, Chairman Russell Johnson, Hugglescote and Donington le Heath Parish Council, ChairmanSheila Lunn, Ravenstone with Snibston Parish Council, Chairman |
| **Detail** |
| **1** | **WELCOME AND INTRODUCTION*** Tom Shardlow, Head of Customer Services, welcomed everyone to the meeting and gave apologies for Paul Sanders, Head of Communities.
* TS thanked Fiona Palmer for the use of the venue for Parish Liaison and the tour of the building.
* Information distributed on each table, promoting checklist to be prepare for winter, emergencies, flood and gridlock from the Leicester, Leicestershire and Rutland Aware and Prepared campaign that is being promoted to communities.
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| **2** | **ELECTIONS 2019 –** Emma Trahearn, Community Focus Team LeaderET briefly spoke about the upcoming elections in 2019. North West Leicestershire will be participating in the Voter ID pilot where voters must bring their poll cards with them in order to vote.Further information will be available at the February Parish Liaison as Democratic Services will be attending and share information packs.**Questions and Answers*** Packington Parish Council enquired when pre-election period begins known as purdah. A: It will begin Friday 22 March 2019 and finish Thursday 2 May 2019.
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| **3** | **PARISH PRESENTATION** - Cllr Helen Foster (HF) and Cllr Paul Holliday (PH), Swannington Parish CouncilHF and PH explained their approach to tackling speeding cars in Swannington via the use of mobile vehicle activated signs (MVAS).**Update*** Swannington Parish Council (SPC) contacted Leicestershire County Council (LCC) in September 2016 about using the lamp posts for the MVAS. They were told the lamp posts to be used required testing as any lamp post older that 7 years carries a high risk of breaking when putting equipment onto them
* In November 2016, SPC met a representative at LCC and the lamp posts were tested in June and July 2017
* SPC brought and received the three MVAS recording facilities in September 2017 at a cost of £6200
* The data shows approximately 3 weeks’ worth of recordings which can be downloaded through the laptop or via Bluetooth
* The equipment has been in operation for one year and has shown a reduction in speeding and a response from police due to data evidencing cars are speeding.
* One of the difficulties in preparing the signs included the size of the bracket not being compliant with the different sized lamp posts. PH modified the brackets in order to fit them securely onto the lamp posts.

**Questions and Answers*** Breedon Parish Council asked for costs of having a lit-up face response on the sign. PH responded that details could be found on the website but yes you can have different options.
* It was queried whether residents need to be warned prior to the signs being put up. PH and HF explained that there is no need to warn but they used a Community Speed Watch sign.
* Catherine Ridgway, has recently procured MVAS signs for Coalville and said if anyone wishes for further information on how to apply anyone is welcome to contact her directly on catherine.ridgway@nwleicestershire.gov.uk
* Further details of the company provider can be found at ***westcotec.co.uk*** or ***01362 853124***.
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| 4 | **CUSTOMER SERVICES** – Tom Shardlow, Head of Customer Services* TS introduced himself and explained he has worked in the customer service industry for ten years. TS previously worked at Leicester City Council before commencing work at NWLDC. TS then described the structure of Customer Services and its aims.

**Customer Services and Central Control*** Problems for Customer Services include the management of low staff levels
* Improvements have been made as 90% of customers who phone are answered

**ICT*** This is a back office service and they have invested heavily in an ICT roadmap
* NWLDC have provided peer consultancy to neighbouring districts

**Digital Transformation*** Changing ways customers can interact through technology and providing self-service avenue
* A current project includes the use of online forms

**Customer Service Goals*** Raise profile
* Customer values
* Customer experience strategy been accepted at cabinet. ACTION the strategy to be shared with everyone

TS explained Customer Services is aiming to put customers first with modern access, both digital and physical. A choice of which channels to use will be available as there is a great focus on inclusion. Customer Services are conscious of prominent levels of deprivation and disability in the district and are working hard to address on how to serve this sector of the community. Through gathering customer insight on customer experience, the Council can deliver services such as surgeries based on needs in a certain locations.**Questions and Answers*** Whitwick Parish Council asked if there is a phonebook for direct offices so the clerk can contact directly. TS responded that it depends on the nature of the enquiry, if it is for general topics such as dog fouling then the right channels include the call centre. GS explained that online forms are also available which makes it easier for the Street Cleansing team to deal with the issue as you can attach a photo to the form.
* Belton Parish Council expressed their difficulty in getting back in touch with Customer Services after a phone call as a specific phone number is not available to redial. Response included that this is how the switchboard works.
* Castle Donington Parish Council enquired whether the Customer Service Experience Strategy could include working with parishes to solve time consumption through dealings of questions that are County or District related.
* Hugglescote and Donington le Heath Parish Council explained a lot of their residents are not computer literate so they will feel isolated with the use of digital channels. TS responded that NWLDC provides customer choice and the use of digital platforms are available for those who wish to use that option.
* Swepstone Parish Council enquired whether the response would be proactive or reactive. TS responded that it will be proactive and technology enables easier monitoring.
 | **AB** |
| 5 | **COMPLETION OF THE MEETING QUESTIONNAIRES**  |  |
| 6 | **FUTURE AGENDA ITEM AND DATES OF FUTURE MEETINGS** **Suggested Future Agenda Items:*** Invite Enforcement team
* Invite Ian on Local Planning
* Information on PSPOs by Belton Parish Council

**Future Parish Liaison Dates:*** Wednesday 27 February 2019
* Wednesday 5 June 2019
* Wednesday 4 September 2019 –Parish Fair
* Wednesday 4 December 2019
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