

Henley & Studley Community Forum

Thursday 11th February 2010

7.30pm Studley Village Hall, High Street, Studley

Members in Attendance: Stephen Thirlwell
Mike Weddell
Mike Perry
Paul Beaman
Hazel Wright
Martin Barry
George Atkinson

32 Members of the public, Parish Councils and support officers from SDC and WCC

- Welcome from the Chair, Stephen Thirlwell to the Community Forum meeting.
- Young People from Studley and Henley Youth Clubs 'Have their say' no longer on the agenda. Presentation by Henley young people in July and a full presentation by Studley and Henley young people at October meeting at Studley Youth Centre.

ACTION: Coordinate with Youth Services

1. Safer Neighbourhood Policing Team

Presentation given by Sgt Bob Shaw.

Data Protection Notice read out.

3 Priorities from the last meeting:

- Burglaries from Dwelling Houses – 30 two hour patrols carried out in affected areas. These have include, cycle patrols, patrols during daylight and night time. Operation in conjunction with the ANPR team has been carried out.
- House burglaries as compared to the same period last year August 2009 to January 2010 has reduced from 60 to 58.
- Parking around the junction Arden Road and Castle Road, Henley. The area has been visited on 25 occasions since last Forum. A meeting was held with interested agencies and an agreement made to extend the zig-zag lines, consideration of a voluntary one way system, adjustment of bus arrangements by Johnsons to smaller buses when available and continuation of police presence.
- Speeding on Kemps Green Road. The team have carried out 10 one hour spot checks since last forum. The checks have been carried out at various times of the day and the highest recorded speed was 44 mph. The speed limit being 60 mph. Maybe speed limit could be reduced. There are also no injury collisions recorded.

Police Communication problems was raised at the last Forum and the Police Surgery. Sheet with local Police contact details and mobile phone numbers produced. **For non-emergency use only.** Mobiles will be switched off when officers not on duty. The switchboard remains the correct way to contact the police.

Other work undertaken by the team:

- In November assisted Trading Standards when executing a search warrant related to E-Bay sales of counterfeit vehicle manuals. A considerable quantity of manuals and computer equipment received.

Other matters of Interest:

- PCSO Dave Martin has started working out of Henley, time will be split between Henley and surrounding villages.
- Operation Kirby reintroduced in the last 3 weeks designed to counter and reduce overnight vehicle crime.
- Following an office burglary in Earlswood in January 2010 where items were left at the scene. Enquiries on the items carried out and a man has been arrested and on bail.
- 24th November burglary occurred in Wootton Wawen. A member of the team arrested two offenders and they were charged. Some of the property has been recovered.
- The Studley Alcohol Restriction Zone application is progressing well and is out for consultation. Should be completed in next 3 to 4 months.
- Dispersal area has again been introduced in the centre of Studley.
- Youths have been dealt with since October for damage offences in and around the High Street, Studley. DNA left at the scene of damaged shop window. A male has admitted the charge.
- First Newsletter has been sent out. They have been created by PCSO Tristan Jelfs. Anyone not in receipt can be added to the mailing list.

Crime Overview Alcester North:

- Violent Crime (assault with injury) -8.7% (49)
- Violent Crime detections 44.9% (22)
- Domestic Burglary + stolen vehicles – 17% (58 + 28)
- Theft from vehicle -9.2% (89).

Police Priorities for the next 3 months:

- Team to push to target Anti Social Behaviour, Studley Centre.
- Speeding and HGV turning Foreshaw Heath Lane.
- Parking on pavements
- Dog Fouling, Henley in Arden.

All to be voted on.

Issue about the bollards outside Tesco Express Alcester Road, Studley as they are not working.

Parking on double yellow lines outside Rutters shop, Bromsgrove Road, Studley is dangerous. Waiting restrictions are not a Police matter but obstruction is.

Member of the public concerned that the dispersal order in Studley centre would move the problem elsewhere. This was noted.

2. Studley Library – Latest News

- Introduction by Steve Smith Head of Property Services. Following survey – What Next? No decision has yet been made by WCC. Introduced Sorrell Clements from the Library Service.
- Use of Library Services are constantly monitored such as access, web services, book loans, visitors, use of computers. Statistics often don't give the whole picture.
- Amazing response to Library survey and results interesting – 70% of users over 45 of which 61% female. 93% thought borrowing books most important, finding information and best sellers.
- National survey undertaken last October results not yet received.
- Trying Drop- Off boxes in Waitrose Supermarket, Kenilworth. A great success.
- Changes have been implemented following survey. Children's centre in Wellesbourne and a standardised Enquiry Service, County wide.
- Extra investment by WCC - Self Service Checkout machine which enables staff to be released. Introduction of E Book Service. Will be on website.
- Member of the public concerned that the first questionnaires were not allowed out of the Library needed to be filled in within the premises. 2nd questionnaire not available had to be photocopied and put in the Village Hall.. Did not cover the people of Studley. Feel that we will be undermined. 2,000 signatures wanting a Library, not able to access questionnaires.
- Agreed that the first survey was a problem but this was rectified. The second survey was only for people who visit the library. However, these could not be seen on the counter and no-one knew they were available. This was put right by the Library Service, a mistake had been made.
- Cllr Hazel Wright is concerned about the general result. Kenilworth not a small community. 18% of people who use the Studley Library are elderly of which older women are the main users and a high percentage of disabled. Will the uniqueness as well as the petition be taken into consideration?
- Change of library hours trial period for 6 months but that is now over a year. Has there been any thoughts about restarting an evening opening as working parents cannot use the facilities except on a Saturday morning. Usage of the building will need to be analysed and will report back to the forum.
- Cllr Barry concerned about the life and usage of the buildings there any results for Studley?
- There is grave concern about ASB and vandalism to the building and is being monitored. Closure is an alternative, a decision has not been made, this will be done by senior managers and elected members.
- Has any progress been made concerning the library moving into the Village Hall. Detailed work has been undertaken but no decision has been made this will be done by senior officers.
- Ongoing concern by staff who work in the library of the ongoing vandalism. If this continues could be 'a nail in the coffin'.
- Library Service trying to set up meetings with different agencies. Date yet to be set but aware that problems are distressing for people who work there.

- Cllr Hazel Wright informed the Forum that £21,500 has been awarded to Studley to deal with ASB. £11,000 Home Office grant and the other half ASB money. Have to spend some of it by 31st March 2010. Bulk of money to go to the police. Rest of £6,000 for Studley Improvement Partnership. £4,000 given to Youth Centre to promote good behaviour. Some good ideas and details still need to be sorted out. Action Studley, SIP and Studley Parish Council will be involved. Thanks to the Police for re- directing money. Will report back to next meeting.
- Steven Thirlwell stated it was good to hear of the success in funding for Studley but concerns remain for Henley and Studley Libraries. Report for next meeting.

ACTION: Update on Library at next meeting – Steve Smith

ACTION: Report on ASB Grant Money – Action Studley, SIP & Studley Parish Council

3. You Said, We Did – Update on Actions since last meeting

- **Issue 1 – Difficulty in reporting police incidents: Outcome** – Person concerned was informed of the various ways of reporting incidents. Information included in the SNT report.
- **Issue 2 – Youth Groups : Outcome** – Young people to give presentation with question and answer session at July and October meeting because of a change of venue issue.

ACTION: July meeting – presentation from Henley Youth Centre – Rob Townsend to lead

ACTION: October meeting – presentation from Studley Youth Centre – Rob Townsend to lead

- **Issue 3 – Grass cutting : Outcome** - Parish and Town Councils have been advised of SDC Grass Cutting Warden proposal. Grass cutting schedules to be co-ordinated and presented at July Community Forum.

ACTION: Grass cutting schedules to be presented at July meeting

- **Issue 4 – Winter Gritting Route, Pettiford Lane: Outcome** – Response letter from Bryn Patefield confirming the winter service has been reviewed and the current routes comply with WCC's winter policy therefore no additions will be made at this time which includes Pettiford Lane. The Winter Maintenance Policy for Warwickshire is : All main traffic routes A and B Roads, strategic routes or a single route into villages are gritted.
They do understand our concerns and they have asked the Area Highways Team to assist during prolonged severe weather when resources allow, They can be contacted on 01926 412515.

- **Issue 5 – X20 Bus Service: Outcome** – There appeared to be a seating problem in May and June last year but since then no issues have been raised. In addition buses operating on this route now have greater seating capacity than was previously the case. No further problems reported.
- **Issue 6 -Community Initiatives: Outcome** – VASA will give a presentation later in the meeting.

4. Looking to the Future – Plan of Action for the Forum

- Presentation by Simon Purfield.
- Warwickshire Partnership Survey 2009 Henley and Studley Forum results.
- All Warwickshire Councils asked to complete survey in 2008. 1846 received from 4,000 which were sent out. 315 received from Henley and Studley area.
- Good news majority feel it is a good place to live with a strong sense of belonging.
- 36% in Henley/Studley agree that they can influence decisions affecting the local area.
- 19% are less likely to be more involved with decision making.
- Henley/Studley doing well concerning public service.
- Community Service – ASB 35% feel teenagers hanging around streets a problem. 27% rubbish and litter lying around. 27% vandalism and graffiti.
- How well the Police understand issues came out quite low. 62% thought level of crime important.
- Feel that the level of traffic congestion needs the most improvement.
- In Henley/Studley 24% over retirement age. Lowest level that is not working 57.6%.in Henley. 1in 3 of the population. Job seekers Allowance 3.5% in Studley which is the County average. There is little job growth therefore people need to commute. 1in 3 in Henley.
- There are issues and challenges. To be discussed in more detail at the next Forum meeting.

ACTION: Progress Plan of Action

5. Voluntary Action Stratford – Supporting Vibrant Communities

- Presentation by the CE Julia Phillips.
- Now have a new name but have been in the Community for over 30years.
- Promote volunteering and help groups.
- Recruited 488 new volunteers during 2009, the majority in the 19-25 age group and have 160 Volunteer organisations registered. Recruiting 200-250 different volunteer roles.
- Work with local voluntary and community organisations and Parish and Town Councils.
- In 2009 VSA staff hosted and attended 493 meetings with groups to provide advice, support and training.
- Volunteer Driver Scheme - 32,000 passenger journeys arranged 2009 to attend hospital, Doctors and Day Centres. There are about 200 volunteer drivers.

- Projects include Community Links a Door to Door community transport service for people who are stuck for any other form of transport. More than 1,000 passengers every month. The focus is on social and leisure activities.
- The Loft Workshop which works with individuals experiencing or recovering from mental health problems to refurbish unwanted furniture and electrical goods, helping to provide households on lower incomes with refurbished articles at minimum cost. 17 tonnes was collected last year from doorsteps of which 16.1 tonnes diverted from landfill.
- Community Gardens project recruits and trains volunteers to clear overgrown and neglected gardens. Funded by Stratford on Avon Town Trust and Orbit Housing. More than 60 households have benefitted since 2008.
- Stratford Hospital Coffee Shop a vital VASA service run entirely by volunteers. Currently over 40 volunteers involved. Money raised is used to buy essential equipment for Stratford Hospital Outpatients Department.
- Wheelchair Loan available free although donation often given for one month at a time. 500 loans were provided in the last financial year.
- Over 66,690 volunteer hours were managed by VASA for these projects in the last financial year using a conservative figure of £6 per hour. Volunteers have contributed services worth more than £400,000 last year.
- In Henley and Studley volunteers work in the Myton Hospice Shop in Henley and Primrose Hospice Shop, Parenting project in Studley Infant School, South Warwickshire Credit Union in Studley, Four Acres Care Home, Studley, Henley Blind Club, Henley Heart Start and CLIC based in Henley.
- VASA provide a very important service all over Warwickshire thanks to all it's volunteers.

6. Caring with Confidence – Support for Carers

- Presentation by Gill Russell, South Warwickshire Carers Support.
- 87 billion a year saved family members caring for elderly or sick. 6,000 new carers every single day.
- Running a project in Warwickshire and shared with the North of the County.
- Series of sessions facilitating discussion among carers. Visited various areas including Studley. Free lunch included.
- Funding received from Central Government and run from a central office in Leeds.
- Need to make use this service, really makes a difference. Already undertaken session for up to 200 carers. Often a real mix of people and it helps carers not to feel isolated. Carers are everywhere.
- Leaflets are available and courses where there is a demand.

7. Warwickshire Links

- Presentation by Claire Cardus
- Local Involvement Network Forum looked at health and Social care. Set up by Central Government and now filtered down to Local Councils.

- Main aim is to get people to have their say on health issues. Any suggestions to make services better. Evidence will be gathered and recommendations will be taken forward.
- If project of interest can join in to push forward.
- Issue concerning blind and partially sighted users – Are they able to read things for themselves?
- GP Out of Hours service has been an issue. Are requirements being met since June last year?
- Barriers being faced by people with mental health problems.
- If anyone has had experience of health services in Warwickshire comments can be fed in to enable a link to be made and help make things change for the better.
- Query from member of the public as to what powers LINK has and if any comments have been acted on.
- They have just started looking and no result as yet. They do have legal powers to request information and replies within 20 working days. Can also refer to Overview and Scrutiny Committee and Secretary of State.
- Information can be found on the website www.warwickshirelink.co.uk

8. Local Transport Plan 3 – Next stage of Consultation

- Covers all modes of transport until 2011.
- Consultation paper available which can be completed and is also on the website www.warwickshire.gov.uk/ltp3. To be completed by 26th March 2010.

9. Police priorities for next 3 months

- Major resources into Anti Social Behaviour central area of Studley including Millennium Green and Crooks Lane.
- Parking outside Tesco, Studley – Will work with the Parking Dept and Wardens, SDC, Perhaps the ANPR Camera could monitor the area. 20 visits by PCSO's before the next meeting.
- 2 votes each for parking outside Rutters and traffic problems, Foreshaw Heath. Decided that will undertake 20 visits to Foreshaw Heath before next Forum meeting

10. Information Sharing

- Steve Smith WCC – Property review including Health, Police etc. Will look at everything. Are they being used to their potential, Need to get a group together from this locality, perhaps 8 – 10 people from the Forum if possible. A meeting will be held in June. Details can be obtained from Steve Smith if interested. If not enough interest following the Forum meeting may need then to take it to Parish Councils.
- Hazel Wright was a judge on a Speaking Competition which was won by Studley High School. Well done and congratulations to them.

- How well the Children's Centre is being used in Studley. There is a tremendous need. They also came to Wootton and had an amazing day.
- Member of the public concerned that notification not received about the change in recycling and the bin collections. Dave Webb informed the meeting that all information will be included in the new Council Tax Bills in March as not everyone has access to the internet.
- Litter Bins in Studley – A Parish Council issue
- Mike Parry - Snow over the last few weeks issue of liability if cleared. Government Directive informs that the snow can be cleared and property owners will not be liable.
- Mike Parry - Purchase of Grit Bins the responsibility of Parish Councils and will be filled by WCC. They can be purchased for approximately £130.00 but need to be appropriately sited.
- Dave Webb – Subsidised Public Transport Scheme. In partnership with WCC and the bus operators a new subsidised scheme will start on the 6 April 2010 for late night journeys (from 6pm onwards) between Stratford and Leamington for a £2.00 return fare. This is a pilot scheme and will run for 12 months. At this stage it will not include Studley but there may be opportunities to extend the scheme in the future. The scheme will be specifically targeted towards young people to improve their ability to access facilities across the district. Dave Webb to confirm whether bus passes can be used on the evening service. A Press Release to be issued soon.
- Additional journeys planned for the X20, 23 and 50 bus routes on 12 month pilot basis.
- Dave Webb – Digital Inclusion Conference, Gaydon Heritage Centre, 'Your Council Your Services'. Leaflets available. Promoting Technology and Council Services. Transport will be available from Alcester to help residents to get to the event.
- Thank you from Stephen Thirlwell to everyone who has attended the meeting and the ladies who supplied the tea and coffee.

11. Dates and Venues for Future Meetings

Thursday 1st July 2010 – Henley; Thursday 7th October 2010 – Studley Youth Centre; Thursday 16th December 2010 – Henley, Thursday 23rd March 2011 - Studley

