



<b>Committee and Date</b>
Oswestry Local Joint Committee
27 September 2012
7.00pm

<b>Item/Paper</b>
<b>4</b>
Public

## OSWESTRY LOCAL JOINT COMMITTEE

### NOTES OF THE MEETING HELD ON 14 JUNE 2012 AT EASTERN OSWESTRY COMMUNITY CENTRE, CABIN LANE, OSWESTRY

**7.00PM – 9.30PM**

**Responsible Officer** Michelle Evans

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#### **PRESENT:**

##### **Members of the Committee:**

Mr Martin Bennett	Shropshire Council
Mr Bill Benyon	Shropshire Council
Mr Vince Hunt	Shropshire Council
Mrs Elaine Channon	Oswestry Town Council
Miss Betty Gull	Oswestry Town Council
Mr Romer Hoseason	Oswestry Town Council
Mr John G Jones	Oswestry Town Council

##### **Officers:**

Kate Garner	Community Action Manager, Shropshire Council
George Candler	Area Director - North
Inspector Klair	West Mercia Police
Julia Clark	Director of Finance & Risk, SATH
Michelle Evans	Committee Officer, Shropshire Council (Notes)

**There were approximately 34 members of the public at the meeting.**

#### **ACTION**

##### **1. ELECTION OF CHAIRMAN**

- 1.1 It was proposed, seconded and AGREED that Councillor Bennett be elected Chairman for the ensuing year.

##### **2. APPOINTMENT OF VICE-CHAIRMAN**

It was proposed, seconded and AGREED that Councillor Mrs Channon be appointed Vice-Chairman for the ensuing year.

**ACTION****3. WELCOME, INTRODUCTION AND CHAIRMAN'S STATEMENT**

- 3.1 The Chairman welcomed everyone to the meeting. A Welcome Note had been circulated which gave a brief explanation and background about the purpose and powers of the meeting.

**4. APOLOGIES FOR ABSENCE**

- 4.1 Apologies were received from Councillor Keith Barrow.

**5. DECLARATIONS OF INTEREST**

- 5.1 No declarations of interest were received.

**6. NOTES OF THE PREVIOUS MEETING**

- 6.1 **AGREED:** That the notes of the meeting held on 16 February 2012 be approved and signed by the Chairman as a correct record.

**7. UNITED UTILITIES**

- 7.1 Councillor Hunt gave a brief update. The works at Old Fort Road were on schedule and the road should be reopened at the end of July 2012. Councillor Hunt reported that there had been a slight delay in Brogyntyn Park due to a previous leak.

**8. PUBLIC QUESTION TIME AND PACT MEETING (PARTNERS & COMMUNITIES TOGETHER)**

- 8.1 Inspector Rik Klair introduced himself and explained that he had responsibility for the whole of North Shropshire.

- 8.2 Inspector Klair reported on the following items:

- There had been no incidents during the Olympic Torch relay through the County.
- Attendance at Osfest had not been as high as expected.
- There had been 130 crimes less than for the same period last year and Oswestry was still considered to be a low crime area.
- There had been 22 burglaries since the last meeting.

- 8.3 Other issues of concern raised included the following:

- Noise from Osfest

Inspector Klair agreed to check if any complaints had been received from residents near Park Hall and would report back to the next meeting. Councillor Bennett commented that complaints about noise were a Shropshire Council issue. Concern was raised that the music went on too late for a Sunday night and should have been monitored better.

**ACTION**

- GHB

In response to concerns raised about the prevalence of GHB in Oswestry, Inspector Klair explained that it was not a significant issue in Oswestry. However the main problem was that it was being produced in the area. Inspector Klair explained that the Police could only deal with the problem if members of the public inform them where there is a problem. It could then be dealt with.

- Cut in workforce

In response to concerns raised, Inspector Klair confirmed that there were no less Police Officers in Oswestry than there had been a year ago. He reported that Oswestry could call in support from other areas within 20 minutes if necessary.

8.4 Inspector Klair informed the meeting of the Crime Stoppers telephone number (0800 555 555) which members of the public could ring to report any concerns.

8.5 Inspector Klair reported that he would be looking at the progress and monitoring of the CCTV, which he felt was a very good deterrent.

8.6 Inspector Klair then gave an overview and discussed his philosophy of Policing in Oswestry which included working in partnership with other organisation to remove threats and to ensure the safety of Oswestry's vibrant night time economy.

8.7 Inspector Klair confirmed that the Police Station was staffed from 9am until 5 or 6pm and manned by volunteers outside of these hours. Members of the public could also use the telephone at the station to access the control room at Shrewsbury who would contact the nearest police officer. Inspector Klair stressed the importance for members of the public to report any incidents to the Police so that they could be dealt with.

## **9. SHREWSBURY AND TELFORD HOSPITAL NHS TRUST (SATH)**

9.1 Julia Clerk, the Director of Finance and Risk at SATH gave a presentation about changes to their service delivery and the variety of services they offer generally. The presentation covered the following areas:

- Trauma Network Award

Royal Shrewsbury Hospital (RSH) had been accredited as a trauma unit which was a major achievement as there were only another three in the area and without which patients would have to travel much further.

**ACTION**

- Changes at the two sites

It was reported that acute surgery would be moving to RSH in July whilst In Patient Paediatrics would be moving to the Princess Royal Hospital (PRH).

Planning permission had been granted for a state of the art building at PRH.

Consultation on transport and travel were ongoing, proposals for which included a possible shuttle bus between the two sites. In response to a query about transport it was confirmed that SATH could involve Shropshire Council in discussions around transport.

- Women/Children's Unit
- New Linden Davis Cancer Centre

Other issues:

- Outpatient waiting times – now meeting the national average but are still looking for further improvements.
- 2011/12 £14 million deficit however ended the year in financial balance for the first time ever.
- Quality impact assessment led by Medical/Nursing Director. Need to save 5% for next two years but quality at heart of all we do.
- Goals for this year and Areas being addressed.
- Performance in relation to hospital acquired infections.

Targets were not more than 2 MRSA and not more than 14 Cdiff. There had only been one case of MRSA in 2011/12.

- Death rates – was 114, now 99.

Challenges/Ambitions for year ahead

- Telecare / Telehealth – GP or monitoring equipment in own home.

- 9.2 In conclusion, Ms Clerk stated that it was hoped SATH would become a Foundation Trust by 2013, which would be important for keeping services in the County. She urged members of the Public to become Members and/or Governors of the Foundation Trust.

**ACTION****9.3 Issues raised included the following:**

- Difficulty getting to specialist. Communication very slow between GP and Consultant. Difficult to get appointments/blood tests etc. Feel slip through cracks if diagnosis is not clear cut.

Ms Clerk agreed this was an issue for those patients whose diagnosis weren't clear cut but it was hoped to improve access to diagnostic tests. She drew attention to the Patient Advice and Liaison Service (PALS) who provided on the spot assistance to resolve issues.

- Bed blocking caused by delayed transfer of care whilst awaiting beds/care packages

Ms Clerk explained that cases of bed blocking were reported to the Board every month and there was a lot of work ongoing to reduce these figures.

In response to a query Ms Clark explained that the target of being seen within 18 weeks was from the date your GP referred you, to the date you were seen by a Consultant (Referral to treatment).

**10. SHROPSHIRE COUNCIL – NEW WAYS OF WORKING & OSWESTRY LIBRARY****10.1 NEW WAYS OF WORKING**

10.2 Councillor Bennett gave a presentation about the changes taking place within Shropshire Council (copy of slides attached to signed Notes). He stressed that this was a whistle-stop introduction to a complex subject.

10.3 Councillor Bennett drew attention to the two stage process developing, the first being the introduction of a strategic commissioning framework that was expected to provide lots of benefits for the voluntary and business sectors. He informed the meeting that the Council would be commissioning services from others rather than directly providing services. Councillor Bennett wished to ensure that the Voluntary and Community Sector (VCS) in Oswestry were up to speed and able to deal with the provision of services.

10.4 Turning to the second part of the changes, Councillor Bennett explained that The Localism Act had overturned a lot of powers about how local government could work. This, together with the overall economic situation and reducing funding meant that the Council could now work in different ways. To that end, a Council owned company had been created (ie&p Group Limited) that would enable the council to respond to the new ways of working that commissioning would demand, by changing the ways it delivers its services.

**ACTION**

- 10.5 Councillor Bennett explained that the Council were moving away from a monopoly “one size fits all” approach and were involving other groups in delivering services. It was hoped that services commissioned by the Council would have more freedom in how they were provided as long as the agreed outcomes were achieved.
- 10.6 Councillor Bennett informed the meeting of the crucial role of elected members in relation to the new company (ip&e Group Limited) and on behalf of local people.
- 10.7 Councillor Bennett reported that Shropshire Council were out in front of other Local Authorities, especially County and District Councils. The idea was to put Shropshire in the best possible position for the changes coming along.
- 10.8 Concerns raised included the following:
- Concern that services were being farmed out to other organisations to deliver and that Councillors would not be involved in the day to day delivery which allowed less control.
  - Feel this is the roll back of the Welfare State. The situation was not clear and was dependent upon how well the VCS pick it up.
  - Was the Council’s priority to get best value for money or to have local organisations providing services – there appears to be a conflict between best value and local jobs.
  - There has been no publicity about these changes. This was the first the public had heard about it but it had already started so was a little late.
- 10.9 In response, Councillor Bennett drew attention to the commissioning framework and explained that policies were being written to ensure that as services were commissioned, local organisations would have the opportunity to bid and whoever won the Contract must include an element of local delivery and procurement. It was hoped to move more towards outcomes and what communities needed.
- 10.10 Councillor Bennett stressed that the Council had an Implementation and Risk Management Framework in place to ensure that the delivery vehicles that are developed are thoroughly and effectively risk managed at each stage to ensure their successful operation.
- 10.11 As further cuts were expected from Central Government, so Shropshire Council were trying to find more efficient methods of delivering services and any profits made by the new Company could be reinvested in improving local services.

**ACTION**

10.12 Councillor Bennett confirmed that there had been press coverage of these changes in the Shropshire Star and the VCS had been working on these changes for some 18 months.

10.13 In response to a query about costs, Councillor Bennett reported that savings had already been made, layers of management had been taken out and some posts had been made redundant (although compulsory redundancies had remained very low).

#### **10A. DEVELOPMENT OF LOCAL COMMUNITY HUBS**

10A.1 The Area Director North gave a presentation on the development of Local Community Hubs. He explained the reasons behind the Council's decision to move in this direction. In order to improve the customer experience, all services were being pulled together in one building to enable better access to face to face contact. Customers would also have the opportunity to access services from their own homes, either by telephone or via the web, if preferred. As the current economic climate was not likely to change for the next 10-15 years, it was important to ensure that the library building remained as viable as possible.

10A.2 The Area Director highlighted the current model of service provision provided at HQs and Customer Service Points throughout the County. There was a range of different types of services operating from customer service points across the County. Turning to current footfall i.e. the number of customers who go into customer service points, it was clear that Oswestry was one of the busiest. This is why Oswestry was chosen to become the first Local Community Hub.

10A.3 A number of the Council's partners were already working out of Castle View and there were a number of potential organisations from the public sector and voluntary and community sector across the county that could also work in partnership with the Council.

10A.4 The Area Director explained more fully why it had been felt that Oswestry Library could provide the ideal opportunity to create the first community hub. It was felt that it would enhance the customer experience at Oswestry which currently was not that great. By utilising the Library the Council were making use of an existing, accessible, trusted space in a known location adjacent to Castle View.

10A.5 The added benefits included improving the skills of staff who would be able to deal with peaks and troughs in demand. Although Libraries were valued in the community, they were not used by the whole community; the community hub would strengthen the role of libraries in the local community. The opening hours of the Library would be increased and would be open on a Thursday. The Area Director touched on the next steps including public displays at both Castle View and the Library and staff training sessions.

**ACTION**

10A.6 In response to a query, it was confirmed that the Library would be open out of office hours to allow customers who work full time to access a range of services.

10A.7 Other questions/comments that were raised included the following:

- Why has there been no public consultation?

The Area Director confirmed that there had been consultation; there had been display boards, press releases, a focus group, meetings with tenant groups etc. A view had been taken to widen the consultation by the use of display boards. The Council view was the need to embed the services within the wider community, to enhance the customer experience and to use assets effectively. The Area Director explained that there had been some public input and he stressed that the Community Hub was not up and running yet.

10A.8

- Enhancing customer experience of those using Castle View but not enhancing the experience of Library users. Feel the Library is the wrong place for the Community Hub and will distract from its quiet atmosphere. Customers using the Community Hub will have issues and may argue, often very loudly. It would also be a different role for Librarians who are skilled in their current jobs but not in other customer service areas. Feel this has not been looked at carefully enough.

- Mr Bickerton commented that his wife had raised a number of questions in relation to this issue and had only received a response in respect of one of those questions that day.

- Was just completing a feedback form stating reassured, positive etc but now feel very cynical. Understand public ownership and greater public involvement but people don't want it. It will change the face of the Library. Why can't the Council make space at Castle View?

The Community Action Manager explained that there was not the space at Castle View which housed a number of different services including one voluntary organisation. There were not enough private interview spaces at Castle View.

10A.9

- Communication. Hasn't been communicated. When people try to get an explanation haven't got one. Don't know anything. Lack of presentation skills. People poorly informed. Feel could have been better communicated in this instance.

The Chairman stated that he would consider what had been said and would share what had been said with Keith Barrow.



**ACTION**

- 10A.10
- Very keen on hubs but not in Library.
  - Other ideas where a hub could be located? Industrial estate, old Library, Kingswell Centre. Understand the Library has advantages due to its proximity to other services but feel would distract from Library.

It was confirmed that the Kingswell Centre was not owned by the Council and would need a lot of money to be spent making it fit for purpose.

- 10A.11
- Why Oswestry?

Started with Oswestry because it is the busiest.

- Miss Gull, feel the number of people reading actual books will shortly be in the minority as technology moves on. There is currently a large area in the Library for PCs and other types of information so the Community Hub should be looked upon as an extension of the PCs which have caused no problems. The concept of a Library is so valuable, should take the long view so that there is always space in Oswestry for a Library. To ensure there is always space available need to make sure there are more services at that space. Concerned if only offer one service, feel hub ensures space remains for libraries and books.
- Library usage – parents with children use the Library to a vast extent and the PCs are used quietly. Feel going to be very noisy with telephones ringing all day. This will spoil the ambience of the Library.

- 10A.12 The Chairman confirmed that he would seek an urgent meeting with the Leader of the Council and would communicate the outcome back to the public.

## **11. COMMUNITY ACTION MANAGER - UPDATE ON CURRENT WORK**

- 11.1 The Community Action Manager's update had been circulated on tables.

## **12. GOOD NEWS STORIES**

- 12.1 The Chairman drew attention to the Chatterbox Newsletter which had been circulated and which provided updates from Oswestry Town Council and Shropshire Council.

**ACTION****13. 2011/12 BUDGET REPORT AND FUNDING REQUESTS FOR CONSIDERATION**

13.1 The Committee received the report of the Community Action Manager (copy attached to the signed Notes) which considered the devolved funding allocated to the Oswestry Local Joint Committee for the period 1 April 2012 up to 31 March 2013. Five applications had been received by the deadline.

13.2 **A. It was AGREED that the LJC fund those organisations and their projects as set out in Appendix A to the report, as follows:**

- i. **£2,500 to Oswestry Gatacre Allotments & Garden Association towards the cost of building disabled toilet facilities (ringfenced to support the project as it develops).**
- ii. **£500 to Llwynfields Residents Association towards the purchase of outdoor furniture and a larger TV for the residents' room.**
- iii. **£600 to Footfall for the purchase of a 'toolbox' of items to support volunteers to carry out cleaning and preparation of premises in readiness for displays, together with signage and posters etc to link the displays and promote the initiative.**
- iv. **£730 to Cabin Lane Church for the purchase of black out blinds.**
- v. **£200 to Oswestry Helping Hand Association towards the cost of printing a new leaflet promoting the work of the Association. The design and printing will be undertaken by Derwen Enterprises Print Shop.**

**B. It was AGREED to ringfence a £10,000 contribution towards consultation for the Oswestry 2020 project.**

**14. DATE OF NEXT MEETING**

14.1 The next meeting would be held at 7pm on Thursday 27 September 2012, venue to be confirmed.

**ME**

Chairman: \_\_\_\_\_

Date: \_\_\_\_\_