



MEETING MINUTES

- Purpose of Meeting**
1. Welcome and actions from previous meeting.
 2. Operations Director AAFD Services Communal Cleaning Contract (postponed until 14.03.24)
 3. Presentation from Community Development Officer
 4. Any other business, updates from members and code of conduct

Date 21st February 2024

Venue Committee Room 2, Charnwood Borough Council Offices, Southfields, Loughborough

Attendance:

Chair	June Bush	Thorpe Acre Community Association
Members	John Mason	Arnold Smith House Association
	Trish Edwards	Aingarth
	Janice Wright	Riversdale Court Birstall
	Phil Hudson	Fielding Court Association
	Stuart Wells	Fielding Court Association
	Cyrill Astill	Fielding Court
	Diane Lockwood	Chapman Street Garden Association
	Craig Jordan	Ashby Road Estate Community Centre
	Wayne Bridges	Brook Street Shepshed
	Christopher Hipwell	Selbourne Court
	Betty Saunders	George Toon Court Syston
Guest s	Chris Covill	Neighbourhood Development Officer
	Helen Kennedy	Customer Engagement Officer
Apologies	George Asangwe	Operations Director AAFD Cleaning
	Tracey Riley	Chapman Street
	Paul & Christine Maine	Chapman Street Garden Association
	Ireen Kennedy	Park Court
	Andrew Everitt-Stewart	Customer Engagement Officer



1: Actions from previous meeting

Customer Engagement actions:

- Betty Saunders from George Toon Court and Cyrill Astill from Fielding Court were both welcomed by the Forum.
- Sorrel Court Scooter store update, this has been put on hold as Charnwood Borough Council may have to seek planning permission.
- It was asked if an invite could go out to the forum members for the network event being held in June 2024

2: AAHD Cleaning Services Presentation

This agenda presentation has been postponed until Thursday 14th March 2024.

3: Neighbourhood Development Officer Presentation

Chris Covill introduced himself and their service within the community.

Chris's role as Neighbourhood Development Officer is part of the Community and Partnership team which sits under the Housing and Wellbeing sector within Charnwood Borough Council. The role of the Neighbourhood Development Officer's is very varied, and residents may have seen the end result of the work the Officers do with the local people.

It was explained that the Neighbourhood Development Officers work behind the scenes to help support fund days which have been organised by local residents, gardening projects and help with the local community hubs. They assist in providing funding to help activities and build relationships with people who want to make a positive change in their community and making sure that their voices are heard.

There are currently 3 Neighbourhood Development Officers who cover Loughborough East (Bellfoundry Estate), Loughborough West (Warwick Way estate) and Shelthorpe, which are priority neighbourhoods. Priority neighbourhoods are areas where they require a more specific approach to resolving issues and improving lives. The area identified as having increased issues are as follows:

- Unemployment
- Low incomes
- Health related issues
- Hot spots for crime
- Anti-social behaviour
- Education attainment
- Community tensions.

The impact on all residents in these areas can be significant and working in these neighbourhoods the team can help improve community confidence, engagement and ensuring residents know that their voice will be heard as key priorities.



Chris Covill explained that since 2004 the indices in multiple deprivation, collected by the National Statistics have been used to identify areas in which have experienced high levels of deprivation. Lower Super Output Areas are small areas within a ward which contain approximately 1500 people or 650 households. There are 100 Lower Super Output areas in Charnwood. These figures are ranked across England from 1 (most deprived) to 34,753 (least deprived) and ranks are based on domains like crime, income, health, employment, and housing, this most recent national statistics figure is based on 2019.

It was explained that the team liaise with the following:

- Residents within our priority areas
- Housing Anti-social behaviour team
- Grants team
- Customer Engagement Team
- Local Area Coordinators (these are here to improve the health and wellbeing of individuals and communities as this can help demand on local services.
Active Charnwood team
- Police
- Local Councillors
- Local MP's
- Community Hubs

The Neighbourhood Development team also work to support Charnwood Borough Councils Strategic partners, there are currently 9 organisations which have received a Strategic partner grant to deliver work in the borough that meet the aims of the Councils Corporate Plan.

- Charnwood Citizens advise Bureau.
- Equality Action
- Fearon Hall
- Gorse Covert Community Association
- John Storer House
- Syston and District volunteer Centre
- Shepshed Volunteer Centre
- Living Without abuse

The team also have a Charnwood Heroes section, ran by Nadja Rien (Neighbourhood Development Officer) and this recognises local people who have carried out a good deed, no matter how large or small within the community.

Funding has been recently received for a garden project at the Bellfoundry Estate which is to get the community to help with the garden and make the area look nicer, they have also secured funding for leisure centre passes for the residents.

The team also try and do 2 to 3 pop up events each year so they can try and bring the information of their services and projects to the community, they also do leaflet campaigns.

They do see a lot of Anti-Social behaviour issues on the estates and reporting such issues was difficult for residents, therefore the team created a guidance document for residents to use including a QR Code where residents can scan and are directed to our webpage and



advised reports can still be made by calling into the Contact Centre. Residents can get help at the community hubs to report issues and by doing this, they have seen a drop in Anti-Social behaviour issues.

The People Zone was explained to the forum and that this is an initiative by the Police and Crime Commissioner. This is where they distribute funds for funding projects in that area, their budget is around £50k per annum. Details can be found on their website <https://www.leics.pcc.police.uk/Planning-and-Money/Commissioning/Current-Funding-Available/People-Zones-Grants-Funding-2023-2024.aspx> Funding is open again in March 2024 and can fund projects up to £10k.

It was asked that they target areas are in the Loughborough area however there are concerns for surrounding areas like Mountsorrel, it was advised that Charnwood Borough Council still have a presence in these areas however they don't have the resources for Neighbourhood Development officers.

Chris is also trying to promote the Marios Tinenti Centre out of hours and hiring the rooms within the building free of charge. Lorna Hughes who works at the centre is split between the Marios Tinenti Centre and the Altogether Place so the centre isn't open every day, however this is something the team are looking into to make it more accessible more often.

It was also mentioned about the local Wellbeing Cafes and that the NHS coordinate and run these frequently and that the service was highly recommended to the forum. They meet every month to discuss services that are needed within the communities in which they serve. Fearon Hall work a lot with loneliness and the Neighbourhood development officers work closely with them on this project. There is also an Enterprise initiative to encourage residents into local employment. They also work with the Grants team and our statutory partners; Chris will liaise with them to make sure they are on track with the services they offer.

Chris also does a monthly patch walk around the Bellfoundry Estate and will report if any bins have been damaged, disappeared or have been vandalised, also supermarket trollies that may have been abandoned and reports fly tips.

James Oconnell from People Zone recently conducted a survey on street lighting in the area, this was to highlight issues with lighting and high crime areas, and with broken lights and attracting crime.

4: Update from members:

The Hut: The Hut are having an Easter Sunday hat parade to encourage families to get together. Their Summer trip is moving forward to Cleethorpes and Forum members have been invited,

Staveley: Nothing to report due to the flooding.

Riversdale: The flower bed nearer the river the trees need removing and needs killer on them – need to ask Idverde to come and visit – ACTION.



Charnwood Housing Residents Forum (CHRF)

Arnold Smith House: Update with regards to the bin store – Rafiq came out after Christmas and looked at this and nothing has been updated – several people in ASH are in desperate need for the storing and charging of mobility scooters so they need an update and a solution - ACTION

Fielding Court: There was a recent meeting with Peter Oliver at the Housing Management Advisory Board where options on the future of Fielding Court were explained.

Thorpe Acre Community Association: Coffee mornings are a continued success, and they are also looking at funding for holding a cream tea afternoon through Customer Engagement.

Chapman Street: There was an Association meeting in January and a date has been set for their AGM for the 26th March where positions will be hopefully filled. The wheel has been moved and fenced off and looks really good and their Mayor's tea party is in June, and the annual BBQ details of both events will be shared with the forum

Brook Street Shepshed: There was a recent visit made by Andrew Staton and Yanny Gill and Helen to discuss ongoing issues, they are hoping that the Head of Service, Jan Glass, will make a visit to the flats soon. There are still issues with security, however, this is being dealt with by the Tenancy and Estate Management Officer.

George Toon Court: Commented on how nice the area is – nothing to report.

Selbourne Court: Nothing to report.

Actions from this meeting:

Customer Engagement:

- Contact Asset Management with regards to an update on the scooter room at Arnold Smith House
- Contact Idverde with regards to removing a tree within the raised bed at Riversdale Court
- Invite to Forum members for the Customer Engagement Network event this year

Meeting Closed At 3:00pm

The next meeting will be held at The Hut, Old Ashby Road, Loughborough 12:30pm on the 14 March 2024.