

**BRAUNSTONE TOWN COUNCIL**  
**MINUTES OF CITIZENS' ADVISORY PANEL**  
**THURSDAY 2nd JUNE 2016**

**PRESENT:** Councillor D Joshi (Chair), Councillors A Hack, R Waterton, P Moitt (substitute for Cllr N Brown) and local residents Mr R Tilley, Mrs J Tilley, Mrs S Zastawny, Mr J Hazelgrove, Mrs B Hazelgrove, Mr J Dodd, Local Area Coordinator Miss R Peake.

**Officers in attendance:** Mr D Tilley, Executive Officer & Town Clerk, Mrs P Snow Deputy Executive Officer & Community Services Manager

**1. Apologies**

Apologies for absence were received from Councillor N Brown and local residents Mrs N Blight and Mrs B Copson

**2. Disclosures of Interest**

There were no disclosures of interest.

**3. Minutes of the Meeting held on 3<sup>rd</sup> March 2016**

Minutes of Meeting held on 3<sup>rd</sup> March 2016 were received and noted.

**4. Braunstone Town Council Annual Report 2015/16**

The Executive Officer & Town Clerk reported that the Annual Report had been revised for 2016/2017 after low returns in previous years. It was noted that the revised Annual Report would consist of

- a shorter version, 2 pages instead of 4 pages;
- focus on achievements removing standard references and listing of the Council's services;
- a section summarising key plans/projects for the forthcoming year
- information which the Town Council is required to publish: accounts and payments to members of the Council remains included; and
- instead of sending to 300 random addresses, to include in the Braunstone Life (in place of the standard monthly page for that month)

The report will continue to be available on the Council's website and from the Customer Service Shop at Braunstone Civic Centre.

**5. Braunstone Town Council Annual Survey**

Members noted that in previous years the Annual Report and Survey has been sent to partners, stakeholders, users and approximately 300 random addresses across the Town, the number of survey responses had been around the early 20s

(4% response rate). This year, instead of sending to 300 random addresses, a note has been included in the Annual Report to say the survey is available on the Town Council's website and from the Customer Service Shop.

Last year (2015), the Annual Survey was amended to include questions relating to some of the Council's initiatives as well as including a satisfaction survey. This approach was received well by those responding and by the Citizens' Advisory Panel. It was noted that in responses received, the Library and the Customer Service Shop were considered to be the top two most important priorities for the Town Council. The Town Council's response to the survey could now be found on the website and was an important part in demonstrating that the Town Council considered and responded where possible to the suggestions and comments included in survey responses.

The same approach had been adopted for the survey this year (2016), with the survey questions amended and tailored to the recent achievements and forthcoming priorities. Survey responses (excluding anonymous, Town Councillors and Town Council staff) would be entered into a prize draw to receive £50.

The results of the satisfaction survey would be presented to the Citizens' Advisory Panel at the next scheduled meeting in September. It was noted that on the survey form that there was no room for comments under the community services heading. This would be amended on the website and any future printed paper copies.

## **6. Update on Braunstone Town Library**

Members received an update on the current situation with the County Council's proposals for Braunstone Town Library.

It was noted that Leicestershire County Council had, in principal, accepted the proposal from Fabula Social Enterprise to take over the running of the Library.

Members expressed concern over the apparent lack of a detailed budget from Fabula and sought assurances of the financial sustainability of the proposal.

Concerning the Lease arrangements between Braunstone Town Council and Leicestershire County Council, panel members were advised that the County Council, had, to date, held no further discussions on the lease and were advised that any discussions regarding the lease would strictly be between the Town and County Councils. Local residents were advised that the lease was granted to the County Council for local government purpose and not specifically for the provision of a library. It was also noted that the County Council could not sub-let the library lease to another organisation without the express permission of the Town Council.

Fabula have approached Braunstone Town Council with regards to the sharing of services at a cost to Fabula. The Town Council would consider carefully the organisation's financial situation before entering into any agreement to provide services.

Until the County Council approach Braunstone Town Council regarding the lease and formal transfer of the library to Fabula, no further progress could be made.

## **7. Braunstone Civic Centre – Customer Service Shop**

Members noted that a Service Level Agreement had been approved in May 2016 between Blaby District Council and Braunstone Town Council to continue the services of the Braunstone Customer Service Shop and associated social inclusion initiatives until 2019.

The Service Level Agreement was flexible enough to accommodate joint working with a Library service provider and to accommodate the Town Council's preferred service delivery model for the Library and Customer Service Shop through a combined Community Hub providing public services.

It was noted that Blaby District Council had made a separate decision to no longer accept cash payments for its services at any of its customer service outlets, which means services such as payment of Council Tax by cash were no longer accepted at Braunstone Civic Centre.

Given changes in how customer and payment services would be delivered and the wider vision of both the Town and District Councils to create a community/service hub, it was proposed to undertake a customer survey to understand customer's needs and aspirations. A copy of the proposed survey was circulated for member's perusal. The survey would be available on the Town Council's website and the Customer Service Reception. It was suggested that an appropriate box be available for customers to anonymously return any completed survey forms.

## **8. Thorpe Astley Community Centre – Options Appraisal**

The medical rooms at Thorpe Astley Community Centre were identified as part of the Section 106 agreement for the Thorpe Astley Development as being required, provision for the facility was made within the Community Centre, which opened in 2010. Despite continuing work by the Town Council to secure the use of the medical rooms by the NHS, the rooms remain unused. However, by January 2016, there had been no further progress concerning an agreement and timescales for the delivery of medical services from the Centre. The Policy & Resources Committee agreed that options appraisal be developed for the use of Thorpe Astley Community Centre Medical Rooms, including proposals from stakeholders and a consultation exercise with users and the community.

The Options appraisal consultation had been made available on the Town Council website, at Braunstone Civic Centre and Thorpe Astley Community Centre, pharmacy and had been forwarded to stakeholders for their comment and suggestions. The closing date for the consultation exercise was 6<sup>th</sup> June 2016 but Policy & Resources Committee may be asked to consider extending the closing date dependant on the number of responses received.

The consultation exercise options for service provision and usage of the medical rooms at Thorpe Astley Community Centre would consult on potentially using the medical rooms

1. Space for the provision of a Bar Facility (in order to allow use of a bar and a kitchen);
2. Small Meeting Room (Treatment Room Only);
3. Interview / Counselling Room (Consultant Room);
4. Office Space (internal, partner or short term licence to third party); and
5. Storage Space for Hirers.

A progress report is due to be submitted to Policy & Resources Committee with recommendations and an action plan for implementation on 9th June 2016.

## **9. Shakespeare Park Improvement Project**

Members were updated on the current situation with the Shakespeare Park Improvement project. It was noted that draft plans for a newly built pavilion in an alternative location had been received and were circulated to the panel. The new position for the building would be easier access for the Bowls Club, Football pitch and tennis courts. Building in another location would avoid the erection of temporary buildings and provide ongoing access to the current pavilion for all groups whilst the building work was being undertaken. Following the completion of the new building, the current building would be demolished and work undertaken to extend and improve the existing car park. During the building project the tennis courts would be used for a secure compound. Following completion of the all the building works the tennis courts would then be refurbished.

During the summer months 2016 a survey would be undertaken with local residents regarding the proposed improvement works to the Shakespeare Park Pavilion. A revised Timetable of proposed works was circulated for member's perusal.

## **10. Panel Work Programme for 2016/2017**

No further work for 2016/2017 were proposed

## **11. Termination of the Meeting**

The meeting closed at 8.32pm.

SIGNED \_\_\_\_\_ (CHAIR)

DATE \_\_\_\_\_