



**MAGHULL  
TOWN  
COUNCIL**

## **Maghull Town Hall**

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**Dated this 13<sup>th</sup> Day of February 2018**

**NOTICE IS HEREBY GIVEN that a meeting of the COMMUNITY SUPPORT AND ENGAGEMENT COMMITTEE will be held in the COUNCIL CHAMBER at MAGHULL TOWN HALL on WEDNESDAY 21<sup>st</sup> FEBRUARY 2018**  
**The meeting with commence at 6.30pm**

**Note: DECLARATIONS OF INTEREST – If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote, he/she is advised to contact the Chief Executive and Town Clerk at least 24 hours in advance of the meeting.**

### **AGENDA**

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Public Participation
- 4 **To confirm the Minutes of Community Support and Engagement Committee held on 29<sup>th</sup> November 2017 (Pages 1 to 3)**
- 5 **Update on Battle of the Bands – Members are invited to note the verbal report**
- 6 **Community Support & Engagement Committee Work Programme – Members are invited to consider this report (Pages 4 to 6)**
- 7 **Recording Table for Operations, Service Requests and Resident Complaints - Members are asked to note the summary of engagement with Maghull Residents (Pages 7 - 12)**
- 8 **Chair's Report – for noting only**

**Miss A. McIntyre  
Chief Executive & Town Clerk**

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Miss A. McIntyre, Town Clerk & Treasurer



**MAGHULL TOWN COUNCIL**  
**COMMUNITY SUPPORT & ENGAGEMENT COMMITTEE**  
**HELD 29<sup>TH</sup> NOVEMBER 2017**

**PRESENT**

Councillor Byrne (In the Chair) and Councillors Josh Burns, Mullen and Shaw. Cllrs Desmond and McKinley also attended the meeting.

**ALSO PRESENT**

A Spencer (Business Development & Contracts Manager/Deputy Clerk) and S Larking (Minutes)

**1. APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors June Burns and Carragher.

**2. DECLARATIONS OF INTEREST**

No declarations of interest received.

**3. PUBLIC PARTICIPATION**

No requests.

**4. MINUTES OF COMMUNITY SUPPORT & ENGAGEMENT COMMITTEE OF 13<sup>TH</sup> SEPTMEBER 2017**

**RESOLVED THAT:**

1. The minutes of the meeting held on 13<sup>th</sup> September 2017 were approved as a correct record.

**5. UPDATE ON BUDGET, EVENTS AND WORK PROGRAMME**

Members considered the report. Key points:

**Bonfire Night**

The Deputy Town Clerk confirmed that

- o Funding for the Literary Festival did not transfer to Bonfire Night 2017.
- o No additional funding was required for Bonfire Night 2017
- o Following a bonfire event debrief with councillors on 28<sup>th</sup> November 2017, there were no plans to increase the budget for a bonfire event 2018. A range of proposals to support the smooth running of next year's event were approved at this debrief - the majority of which could be implemented through existing bonfire event budget, or other departmental budgets.

## Merry Merry Maghull

The Deputy Town Clerk gave an update:

- Event taking place on 1 December on KGV Field from 6-8pm
- Lights switched on at 7.30pm
- Small fairground rides
- Hot food and mulled wine
- Tombola for Mayor's Charity
- Stage only due to costs
- Expecting around 300 people
- Facilities Team will be stewarding.
- Cost of tree to Maghull Town Council £150.00

Cllrs attending include Cllrs Byrne, McKinley, Josh Burns and Paul Hart.

## Christmas Lunch and Hampers

- Cllrs felt clarification of criteria had helped to identify those who would benefit most from lunch or a hamper. Self-referrals must meet the criteria; It is lunch or a hamper, not both
- Email to be circulated to Cllrs about dates for Christmas lunch and packing and delivering hampers
- MTC officers to contact ASDA about boxes for hampers

Cllr McKinley gave an update on plans to develop the heritage of Maghull:

- Work is progressing on a memorial/peace garden to commemorate 100 years since the end of World War 1. Moss Side hospital helped soldiers suffering from shell shock. Dr Frank Sharp, who worked at Moss Side is involved
- A site (known as the grotto) has been identified in the Poppy Fields development which could be used as the Peace Garden
- Also proposals for a public work of art
- Plans to submit a bid to Heritage Lottery Fund
- Cllrs welcome to join the Steering Group which includes Cllrs McKinley and John Sayers, Dr Sharp, Ross Pilkington, John Rowlands, rep from Persimmon Homes and Sefton Council. Cllrs Desmond, Shaw and Mullen all expressed interest in supporting the project. The Steering Group are meeting on 15 December 2017

The Deputy Town Clerk informed Members about the "Better Maghull" Operational Group.

- Builds on Maghull in Bloom, will work in partnership with other voluntary groups and partnerships including Maghull Station Volunteers and Sefton Council
- Will work with neighbouring Parishes

**RESOLVED THAT:**

1. The report be noted.

**6. RECORDING TABLES FOR OPERATIONS, SERVICE REQUESTS AND RESIDENT COMPLAINTS**

Key points raised in response to report:

- Noted that overhanging trees an issue;
- Members felt the report was useful and that it would helpful to include percentages as well as totals to charts in Annex 1. Report to be posted on website.
- Noted request for a memorial bench. Any benches to be paid for by residents;
- Long standing issue regarding football teams parking outside residential properties neighbouring Pimbley Playing Field. Members suggested new signage at parking area near field may help parking for football teams on Saturdays and Sundays.

The Deputy Town Clerk reported that

- The Facilities Team do not have qualifications for tree work e.g. felling.
- Concerns about some large trees but in regular contact with residents.
- Tree survey is ongoing piece of work with two consultancy firms having been approached.
- Work on trees will only progress when funds identified
- Reviewing request from a resident to put up fencing around small play areas in Dodds Park. Concerns raised that no dog free area and dog waste around children's play equipment

**RESOLVED THAT:**

1. The report be noted.

**7. CHAIR'S REPORT**

No report given.

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CHAIRMAN

# **REPORT OF THE TOWN CLERK**

To the Chair and Members  
of Community Support and Engagement Committee  
*Meeting held 21<sup>st</sup> February 2018*

## **6. Community Support & Engagement Committee Work Programme**

### **Introduction**

This is the final meeting of Community Support & Engagement Committee for the 2017/18 municipal year. It is therefore appropriate to reflect on progress made against the 2017/18 work programme, and to plan for 2018/19.

### **2017/18 Work Programme**

At the start of this municipal year, members developed a work programme comprising of:-

- a. Community events, and
- b. Events, initiatives or projects which target specific groups such as youths or older people.

This was an ambitious work programme, all delivered within a budget of £20,000.00.

#### **a. Community Events**

Maghull Town Council has successfully staged a number of community events during 2017/18. These events have included:-

- Maghullfest 2017
- Bonfire Night 2017
- Merry, Merry Maghull 2017

Feedback from each event has been reported to this committee.

Should members decide to incorporate these events into their 2018/19 work programme, working groups will be established to ensure that each event continues to remain safe, more planned and builds on the success of 2017.

#### **b. Events, Initiatives or Projects Targeting Specific Groups**

In addition to large, community focussed events, Maghull Town Council has successfully staged a number of events and/or commenced initiatives or projects which support specific groups within our community.

Members of this committee have resolved to engage more with youth and older people, and work this year has been designed to do exactly that.

**REPORT OF THE  
TOWN CLERK**

To the Chair and Members  
of Community Support and Engagement Committee  
Meeting held 21<sup>st</sup> February 2018

To date, the following events, initiatives and projects have been held/commenced:-

- Battle of the Bands Competition (Youth)
- Older People's Christmas Lunch (Older People)
- Christmas Hamper (Older People / Socially Isolated People)
- Maghull Civic Awards (Servants of the community)
- Business over Breakfast (Representatives of local businesses)

**Work Programme 2018/19**

There are a number of events, projects and initiatives which officers propose for the 2018/19 municipal year – all designed to expand the ways in which Maghull Town Council engages with the community; and offers opportunities for residents.

Building on the success of 2017, officers propose a work programme based on:-

- a. Community Events, and
- b. Events, Projections & Initiatives Targeting Specific Groups

Event, Project and/or Initiative	Proposed Date(s)	Group(s)	2018/19 Budget
Business over Breakfast	April 2018 to March 2019	Maghull Businesses	£240.00
Strictly Come Tea Dancing	April 2018 to March 2019	Older People	£840.00
Maghull Press (4 Editions)	April 2018 July 2018 October 2018 January 2019	Maghull Community	£2,000.00
Maghull Radio Training (4 Sessions)	April 2018 July 2018 October 2018 January 2019	Young People	£2,400.00
Bike Maintenance Course	June 2018	Young People	£1,200.00
MaghullFest*	July 2018	Maghull Community	£5,800.00
Bowls for Free	August 2018	Maghull Community	£700.00
Shakespeare in the Park*	August 2018	Maghull Community	£1,000.00
Halloween Event*	October 2018	Maghull Community	£1,300.00

**REPORT OF THE  
TOWN CLERK**

To the Chair and Members  
of Community Support and Engagement Committee  
*Meeting held 21<sup>st</sup> February 2018*

Event, Project and/or Initiative	Proposed Date(s)	Group(s)	2018/19 Budget
Bonfire Night*	November 2018	Maghull Community	£7,400.00
First World War Commemoration Event	November 2018	Maghull Community	Lottery Funded S.106
Merry, Merry Maghull*	November 2018	Maghull Community	£2,600.00
Christmas Window Display	December 2018	Maghull Businesses	£30.00
Older Person Christmas Lunch	December 2018	Older People	£1,100.00
Christmas Hampers	December 2018	Older People	£340.00
Battle of the Bands	February 2019	Young People	£600.00
<b>TOTAL</b>			<b>£25,550.00</b>

\*Income would be generated from this event, project or initiative

**Recommendations:**

1. Members consider the proposed Work Programme for 2018/19, and amend/supplement accordingly.
2. Based on amendments/supplements, members agree a Work Programme for 2018/19.
3. The report be noted.

**REPORT OF THE  
TOWN CLERK**

To the Chair and Members  
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**7. Recording Table for Operations, Service Requests and Resident Complaints**

During the 2016/17 municipal year, a recording table for Operations, Service Requests and Residents' Complaints was introduced in order to more effectively prioritise and direct council resources.

The recording table continues to be maintained by officers, who update on a regular basis. This is the eight occasion on which information from the recording table has been reported to members.

For completeness, information reported in 2016/17 has been included to enable a comparison with the same point of the previous year.

**Summary of Service Requests and/or Resident Complaints Received between Committee Meetings**

	Service Requests/ Complaints Received	Number Resolved	Number Requiring Resolution*	Number Requiring Resolution**	Still
Meeting One – 2016/17	9	7	2	0	
Meeting Two – 2016/17	14	12	2	0	
Meeting Three – 2016/17	9	4	5	1	
Meeting Four – 2016/17	18	16	0	1	
Meeting One – 2017/18	37	31	9	5	
Meeting Two – 2017/18	42	24	15	0	
Meeting Three – 2017/18	24	14	10	0	
Meeting Four – 2017/18	22	16	6	6	

\* Service Request / Complaint still requiring resolution on date of committee meeting.

\*\*Service Request / Complaint still requiring resolution at time of writing report on 11<sup>th</sup> February 2018.

**Summary of Service Requests and/or Resident Complaints Requiring Resolution**

	Number Still Requiring Resolution	Nature of Service Request / Complaint	Comments
Meeting Three – 2016/17	1	Overhanging Trees – Whinneybrook	Resident advised of tree survey and work conducted as part of winter maintenance programme.
Meeting Four – 2016/17	1	Overhanging Trees – Glenn Park	Resident has complained of overhanging willow trees in Glenn Park. This will be address as part of tree survey.
Meeting One - 2017/18	5	Overhanging Trees at Dodds Park	Resident advised of tree survey and work conducted as part of winter maintenance programme.
		Overhanging and Large Trees at Round Meade	Resident complained of large trees to rear of property. Informed that Maghull Town Council will cut down and replace with low lying shrubs.



# REPORT OF THE TOWN CLERK

To the Chair and Members  
of Community Support and Engagement Committee  
*Meeting held 21<sup>st</sup> February 2018*

	Number Still Requiring Resolution	Nature of Service Request / Complaint	Comments
		Inadequate changing facilities at Pimbley Playing Field	Football teams using changing facilities have complained about the condition of the facilities which are damp, leaking and in some instances dangerous.
		Inadequate changing facilities at Whinneybrook Playing Field	Football teams and match officials using changing facilities have complained about the condition of the facilities which are damp, leaking and in some instances dangerous
		Overhanging Trees - King George V Playing Field.	Resident has complained about overhanging trees from King George V Playing Field, which are not only reducing light to the property; but also potentially causing structural problems to the property.
		Maintenance of bushes at Roundmeade Park	Resident has complained that bushes cut back and/or removed from Roundmeade Park will lead to increased anti-social behaviour.
Meeting Four-2017/18	6	Maintenance of land at Roundmeade Park / option to purchase land (2 complaints received regarding same issue)	Resident has complained that an area of land between his and a neighbouring property, (land is owned by Maghull Town Council) is inadequately maintained by Town Council. Resident has been advised that land will be maintained by operatives, who are currently completing winter work in park.
		Maintenance of Dodds Park (2 complaints received regarding same issue)	Resident has complained that bushes and trees within Dodds Park are inadequately maintained. Resident advised that Dodds Park is scheduled for winter maintenance works, following completion of Roundmeade Park.
		Lack of bins near Moorhey Park.	Resident has complained about a lack of waste bins and dog fouling bins near to the playground of Moorhey Park. Resident advised that Maghull Town Council has taken delivery of multi-use bins which will accept litter and dog waste. Bins will be installed shortly as part of bin replacement programme.

## Annexes

Annex 1: Analysis of Requests/Complaints Received by Maghull Town Council between Meetings of Community Support and Engagement Committee

### Community Feedback

Grounds maintenance officers continue to receive positive regarding hedge work as part of council's winter maintenance programme. Residents and visitors have commented that the lowering of hedges to a height of 4ft makes it easier to see in and out of parks, whilst making users feel safer.

**REPORT OF THE  
TOWN CLERK**

To the Chair and Members  
of Community Support and Engagement Committee  
***Meeting held 21<sup>st</sup> February 2018***

Positive feedback has also been received from clients for whom Maghull Town Council completes grounds maintenance work; with Aintree Parish Council and St Thomas's Primary School in particular commenting that the team have made a real difference this year.

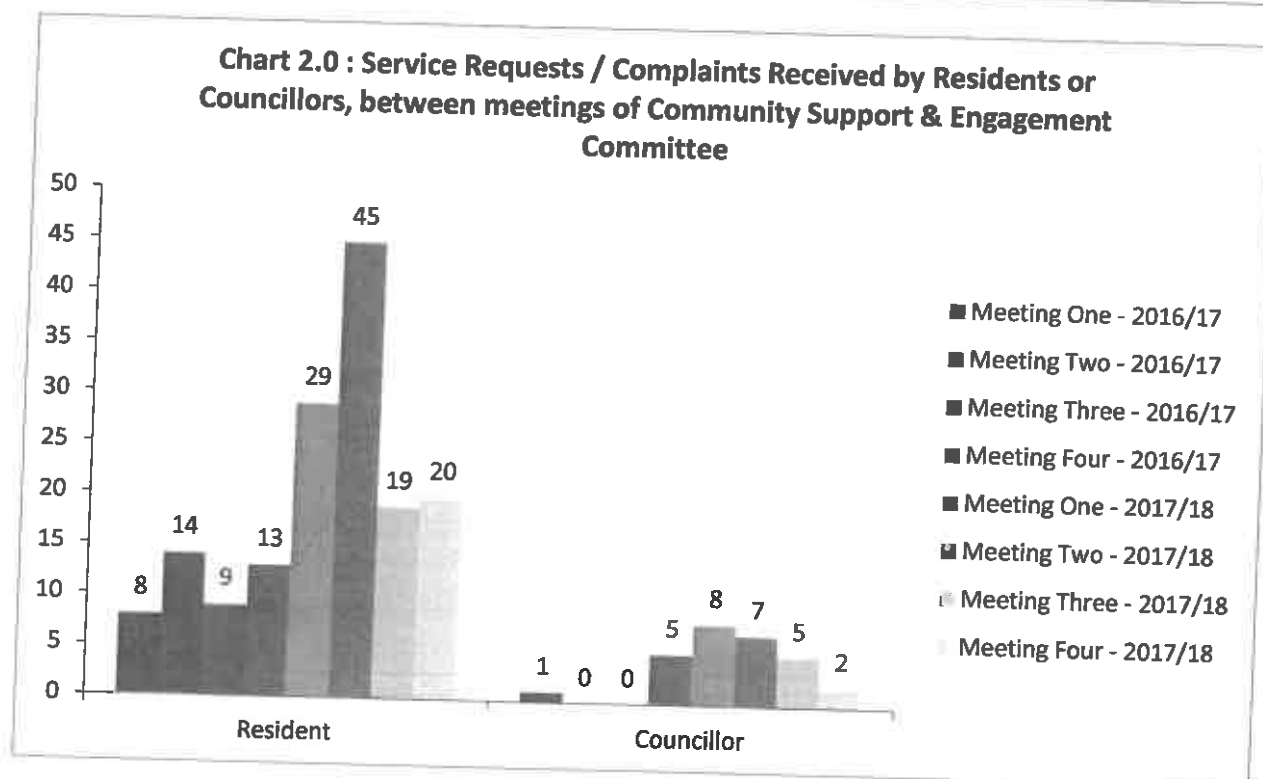
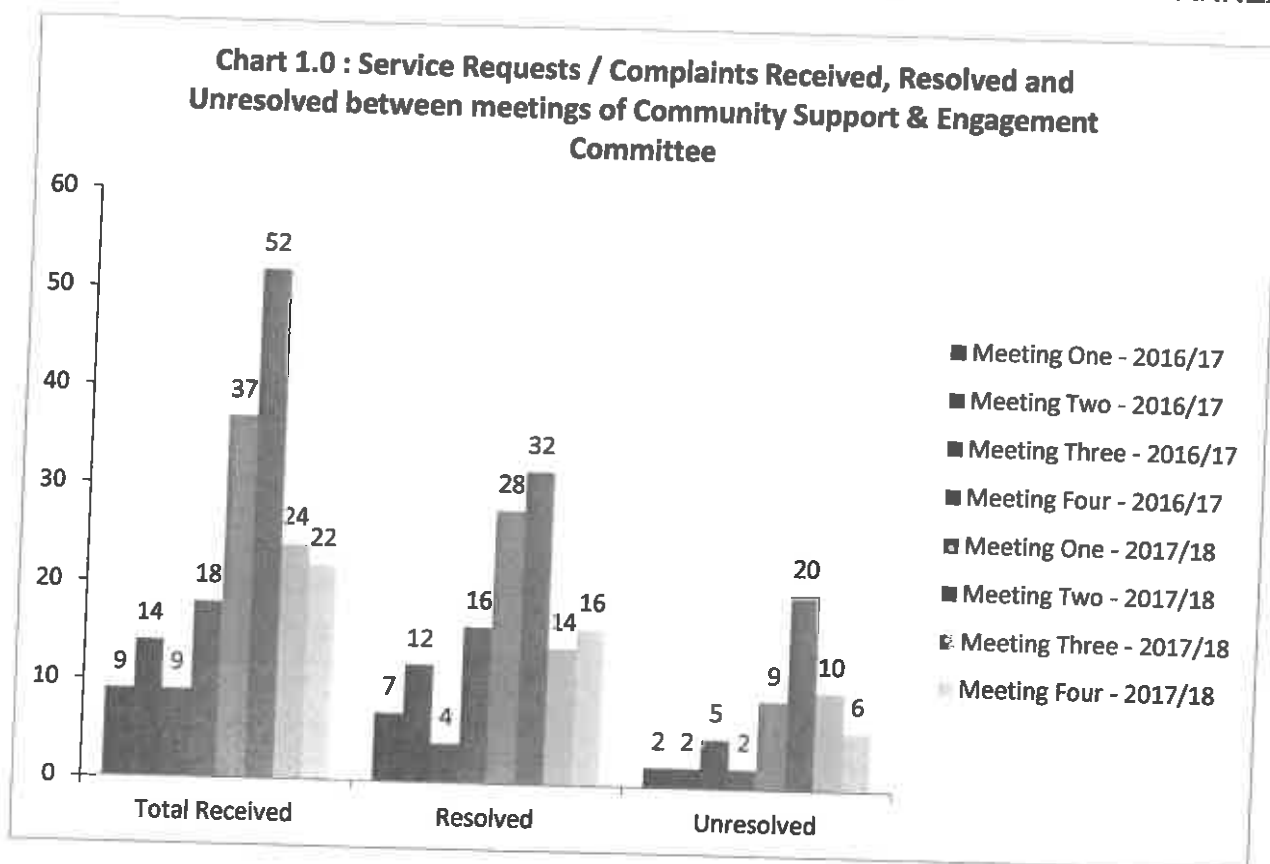
**Recommendation:**

- 1. The report be noted**

**REPORT OF THE  
TOWN CLERK**

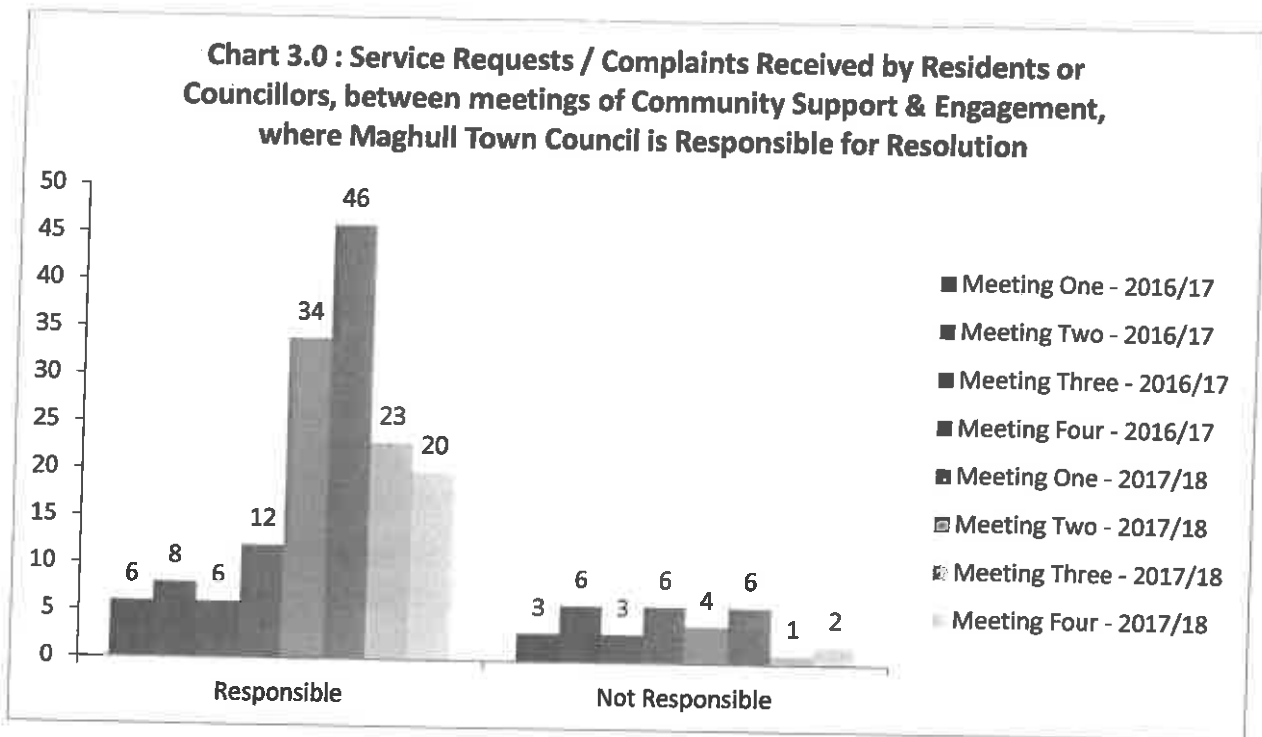
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*Meeting held 21<sup>st</sup> February 2018*

ANNEX 1



**REPORT OF THE  
TOWN CLERK**

To the Chair and Members  
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**Meeting held 21<sup>st</sup> February 2018**



**Summary**

**Chart 1.0**

Chart 1.0 indicates a slight reduction in the number of service requests and/or complaints received since the last meeting of this committee. The majority of these service requests and/or complaints related to maintenance of overgrown trees and/or hedges in parks – accounting for 9 of the total received. Other service requests/complaints received related to:-

- Replacement dog fouling bins in parks
- Disruption caused by Merry Merry Maghull event on KGV park
- Lack of suitable fencing around Glenn Park play area
- Complaints from footballers regarding the condition of football pitches
- Maintenance of shrubs, hedges trees and land at Roundmeade Park.

In response to these service requests and/or complaints:-

- The facilities service of the council has taken delivery of 30 single and 5 double multi-use bins which can accept both litter and dog waste. These bins have been ordered as part of Council's bin replacement programme, and will shortly be installed in parks by officers.
- Residents complaining about the condition of KGV field as a result of Merry, Merry Maghull event met with Contracts, Operations and Business Development Manager who provided assurances that the field would recover in time.

## **REPORT OF THE TOWN CLERK**

To the Chair and Members  
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**Meeting held 21<sup>st</sup> February 2018**

- Fencing around Glenn Park will be looked at with a view to replacing current concrete pillars and mesh fencing, with colourful timber fencing.
- Given the poor condition of football pitches at Pimbley Playing Field, attributable to poor weather and a lack of adequate maintenance, officers have taken the decision to close pitches for the remainder of the season in light of concerns around health and safety.
- Grounds maintenance officers are currently completing winter maintenance programme work at Roundmeade Park which will address issues raised by residents.

### **Chart 2.0**

Chart 2.0 indicates that the majority of service requests and/or complaints received since meeting three were from Maghull residents.

Two requests/complaints were received from Maghull Town Councillors; in the main relating to overgrown trees/hedges at Glenn Park, and maintenance of tennis courts at Maghull Town Hall.

### **Chart 3.0**

Chart 3.0 indicates that the vast majority of service requests and/or complaints received, are the responsibility of Maghull Town Council to resolve. This is unsurprising given the significant number of complaints/requests related to Maghull Town Council parks.

The two requests which were not the responsibility of Maghull Town Council related to the selling of cars around Liverpool Road North, and blocked gullies near Pimbley Playing Field.

