

**MAGHULL
TOWN
COUNCIL**

Maghull Town Hall

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Dated this 22nd Day of November 2017

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 29th NOVEMBER 2017

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 Town Clerk at least 24 hours in advance of the meeting.

A G E N D A

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Public Participation
- 4 **To confirm the Minutes of Community Support and Engagement Committee held on 13 September 2017 (Pages 1 to 3)**
- 5 **Update on Budget, Events and Work Programme – Members are invited to consider this report (Pages 4 to 7)**
- 6 **Recording Table for Operations, Service Requests and Resident Complaints - Members are asked to note the summary of engagement with Maghull Residents (Pages 8 - 10)**
- 7 **Chair's Report – for noting only**

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



Miss A. McIntyre, Town Clerk & Treasurer

MAGHULL TOWN COUNCIL
COMMUNITY SUPPORT & ENGAGEMENT COMMITTEE
HELD 13TH SEPTEMBER 2017

PRESENT

Councillor Byrne (In the Chair) and Councillors June Burns & Roughley

ALSO PRESENT

A Spencer (Operations & Contracts Manager / Deputy Clerk)

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillors Josh Burns, Carlsen, Carragher, Mullen & Shaw.

2. DECLARATIONS OF INTEREST

No declarations of interest were received.

3. PUBLIC PARTICIPATION

No requests from the public to participate were received.

4. MINUTES OF COMMUNITY SUPPORT & ENGAGEMENT COMMITTEE OF 21ST JUNE 2017

RESOLVED THAT:

1. The minutes of the meeting held on 21st June 2017 were approved as a correct record.

5. UPDATE ON BUDGET, EVENTS AND WORK PROGRAMME

Members considered the report and recommendations of officers with regards to amending the 2017/18 Work Programme.

RESOLVED THAT:

1. Maghull Literary Festival 2017 should be postponed until April 2018, and should coincide with a literary themed outdoor cinema event to be held at King George V Playing Field.
2. Members do not approve the transfer of £2,000.00 from Literary Festival budget, to Bonfire Night 2017 budget.
3. Officers review plans and associated budgets for Bonfire Night 2017, and confirm with Members as soon as possible.
4. Older Persons Christmas Lunch 2017 to take place

5. Christmas Hampers 2017 to take place, with an expansion of eligibility criteria to cover people who are vulnerable, lonely, isolated, older, or offer support to others.
6. Officers commence plans for 2017 Merry, Merry Maghull Event to take place on King George V Playing Field on 1st December 2017.
7. The report be noted.

6. CIVIC AWARDS

Members were informed that Civic Awards 2017 would take place on Thursday 12th October 2017.

Nominations for the year's awards were now closed.

Members were informed that a number of nominations for each category had been received, which were to be reviewed by Full Council at its meeting on Wednesday 20th September 2017.

RESOLVED THAT

1. The report be noted.

7. NEWSLETTER

Members agreed the content and design of a draft newsletter proposed by officers.

However, Members expressed concerns that a budget to fund the production of a quarterly newsletter had not been identified, that there was no clear plan for how the newsletter was to be distributed, and that quotes for 20,000 copies were excessive given the resident population of Maghull.

RESOLVED THAT:

1. The report be discussed by Full Council at its meeting on 20th September 2017

8. RECORDING TABLES FOR OPERATIONS, SERVICE REQUESTS AND RESIDENT COMPLAINTS

Members were informed that officers continue to populate a recording table in order to record operations, service requests and resident complaints.

When compared to the previous meeting of Community Support & Engagement Committee, and the same point of last year, there had been a marked increase in the number of complaints received by Maghull Town Council. Complaints received in the main focussed on overgrown hedges / large trees, and limited parking spaces at Maghull Town Hall as a result of Sefton Council using Town Hall facilities on Tuesday mornings.

With regards to overgrown hedges / large trees, officers explained that discussions are ongoing with an environment consultancy company in order to obtain an accurate tree survey, upon which remedial works will be completed. In addition, Maghull Town Council has commenced its winter work programme to begin cutting back hedges.

With regards to parking at Maghull Town Council, officers confirmed that discussions with Sefton Council are ongoing. A number of options to alleviate car parking on Tuesday mornings were being considered both by Maghull Town Council and Sefton Council officers.

RESOLVED THAT:

1. The report be noted.

9. CHAIR'S REPORT

The Chair expressed his satisfaction with how this committee meeting had worked within the 2017/18 Work Programme.

RESOLVED THAT

1. Officers explore closer working with Chairs of each committee between committee meetings; in order to ensure progress against agreed work programmes, identify additional work areas and/or provide updates on council business.

CHAIRMAN

**REPORT OF THE
TOWN CLERK**

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 29th November 2017

5. Update on Budget, Events and Work Programme 2017/18

Introduction

Members of Community Support & Engagement Committee have agreed the work programme below for the 2017/18 municipal year.

a. Events Budget

Name of Event	Proposed Date	Indicative Budget	Event Expenditure	Income Received From Event	Net Cost to Maghull Town Council
Maghull Health Weekend	April 2017	£500.00	£60.00	£0.00	£60.00
MaghullFest 2017	29 th July 2017	£5,000.00	£4,768.20	£1,370.75	£3,397.45
Maghull Literary Festival	September 2017	£2,000.00	Event not held	Event not held	Event not Held
Maghull Civic Awards	12 th October 2017	£500.00	£987.96	£0.00	£987.96
Bonfire Night	5 th November 2017	£5,000.00	£6,735.00	£4,347.20	£2,387.20
Merry, Merry Maghull	1 st December 2017	£5,000.00	£1,786.00		
Older Person Christmas Lunch	December 2017	£1,000.00	£922.50		
Christmas Hampers	15 th December 2017	£500.00	£229.58		
Battle of the Bands	21 st February 2018	£500.00	£0.00		
TOTAL		£20,000.00			

b. Events

Bonfire Night 2017

Maghull Town Council's 2017 Bonfire Display was held for the first time at Hall Lane Playing Field; and proved to be an extremely successful event. The event was one of only two events across Merseyside to be held on 5th November (the other being Liverpool Festival of Light).

The event was advertised as being bigger than previous years, with more entertainment, food and drink on offer for attendees. The event itself attracted in excess of 4,000 attendees, which presented a number of operational issues not comprehensively identified in supporting Operational and Emergency Plans for the event.

In response to these issues, a briefing with councillors has been scheduled for 28th November 2017; to review all operations; and put forward solutions in response to arising issues.

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Merry, Merry Maghull Event 2017

Maghull Town Council's 2017 Merry, Merry Maghull Event will be held at King George V Playing Field, on Friday 1st December 2017.

Supporting this event will be:-

- A number of local groups performing Christmas carols
- Silcocks Fairgrounds providing a winter carnival
- Nationwide Catering & Derby House providing food, drink & mulled wine.
- Anthony Russell, contestant on 2017 X Factor 2017 who will sing and switch on lights.

The event has been advertised via social media channels, and through placards posted at entrance points to all Maghull parks.

Christmas Dinner 2017

As per the last meeting of this committee, the criteria for qualification criteria for attendance at Christmas dinner will be Maghull residents who are:-

- An older person (50 and over) or
- Lonely and/or socially isolated or
- Vulnerable or
- A resident who has long term condition or
- A carer of a resident who has a long term condition.

Officers are in the process of compiling a list of residents who wish to attend the dinner; and have, for example, spoken with site managers of local care homes, to identify residents who may wish to attend.

A number of residents have also self-referred – having attended last year's dinner, and requesting to attend again.

Supporting this event will be musical performance, bingo and general knowledge quiz.

Christmas Hampers 2017

Officers have already purchased items for 30 Christmas hampers, which will contain a minimum of 10 items.

The qualification criterion for a hamper is the same as that for attending Christmas Dinner. However, it is envisaged that recipients of a hamper are likely to be house-bound and therefore unable to attend the dinner.

Recommendations:

1. The report be noted.

REPORT OF THE TOWN CLERK

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 29th November 2017

6. 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 seventh occasion on which information from the recording table has been reported to members.

For completeness, information reported in 2016/17 has been included within this report 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	2	
Meeting One – 2017/18	37	31	9	6	
Meeting Two – 2017/18	42	24	15	0	
Meeting Three – 2017/18	24	14	10		

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

**Service Request / Complaint still requiring resolution at time of writing report on 21st November 2017.

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	2	Overhanging Trees – Glenn Park	Resident has complained of overhanging willow trees in Glenn Park. This will be address as part of tree survey.
		Park Equipment and Dog Fouling in Moss Park	Resident has complained about dog fouling in Dodds Park and requested the installation of dog-fouling signs to help deter.
Meeting One - 2017/18	9	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.

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	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.
		Memorial Bench in Ballswood	Resident has requested a memorial bench to be installed in Ballswood in remembrance of her husband.

Annexes

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

Community Feedback

Officers within the Grounds Maintenance Team continue to receive positive feedback regarding maintenance of Harrow Drive Park, Aintree.

Maghull in Bloom expressed their thanks to the Grounds Maintenance Team for their hard work in watering barrier baskets and planters in Maghull Square. Maghull in Bloom commented that flowers this year have looked their best in years.

There has been a mixed response from residents with regards to hedge cutting operations. Overall, feedback has been positive with residents commenting that reducing the height of hedges will open up park and help address anti-social behaviour issues. Other residents have commented that hedge work has environmental consequences e.g. disturbing habitats.

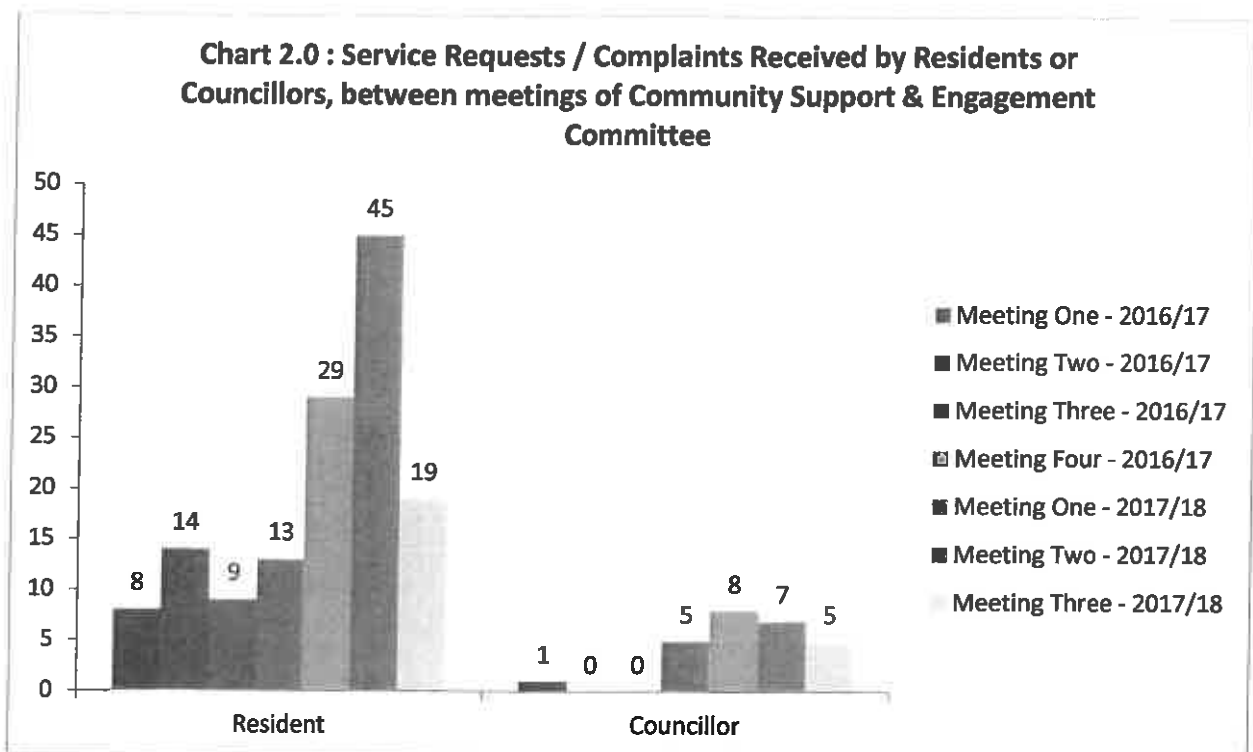
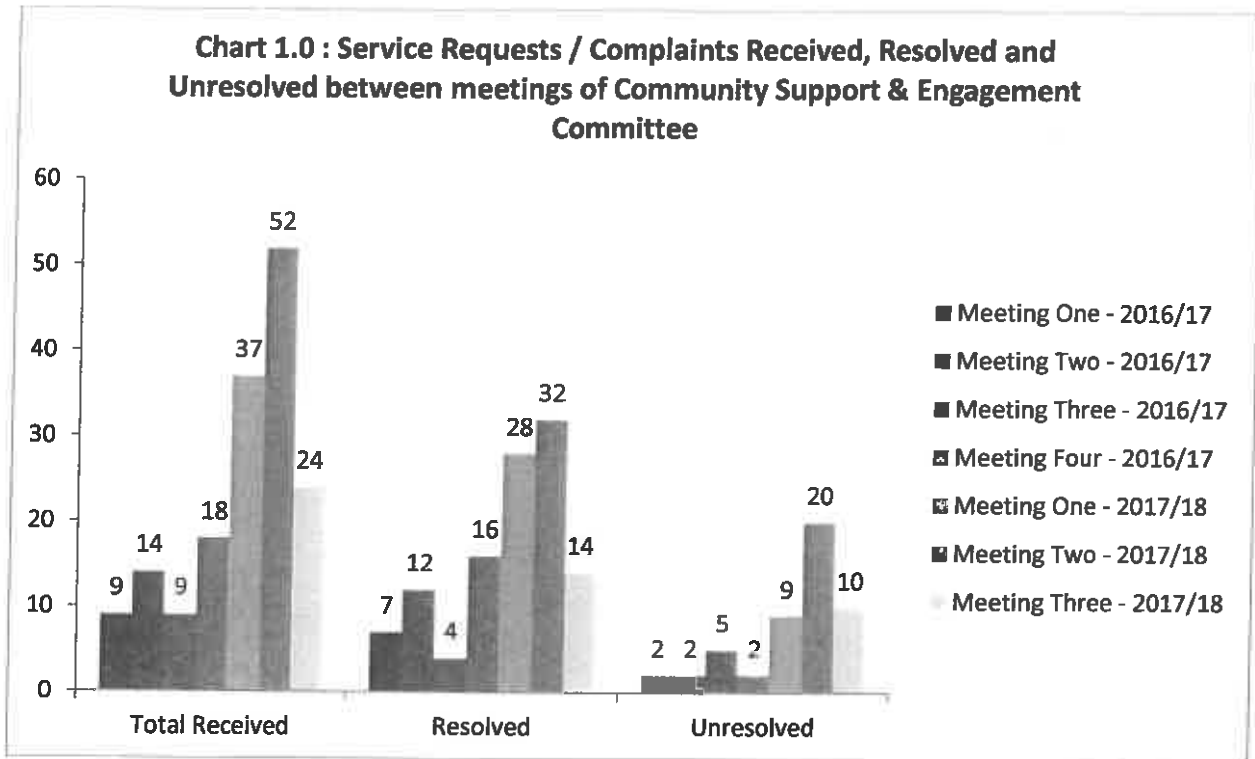
Recommendation:

- 1. The report be noted**

**REPORT OF THE
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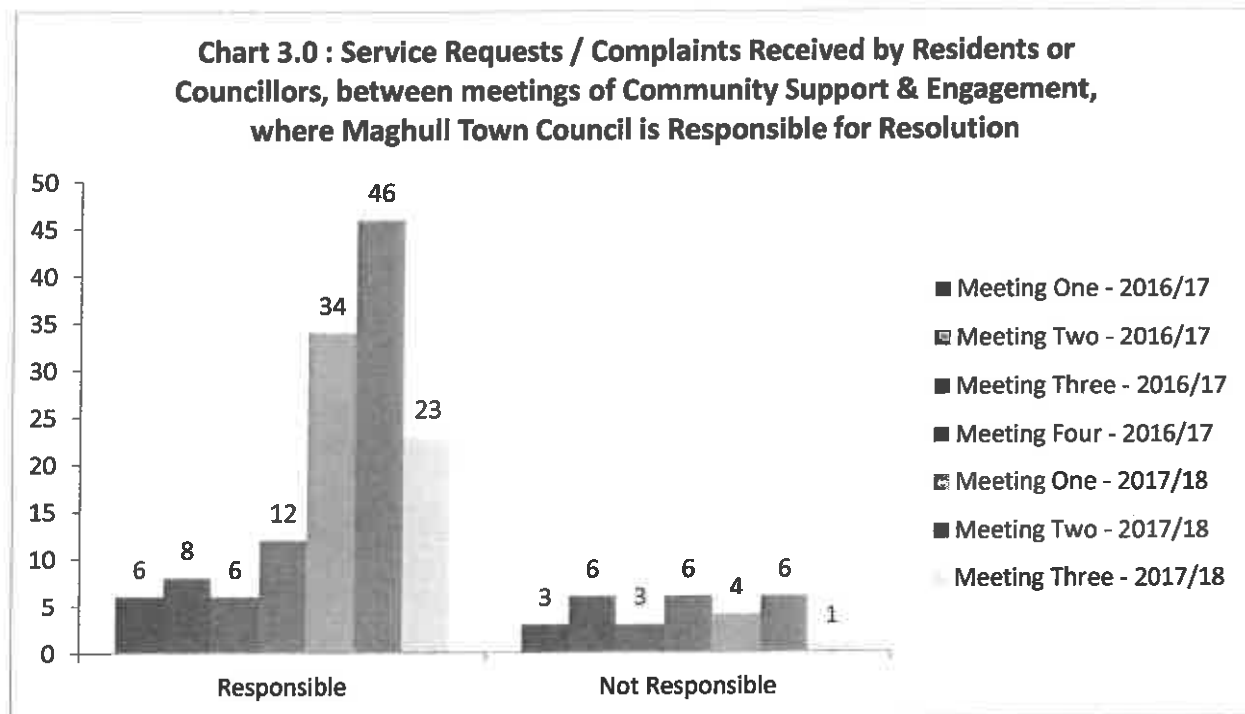
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ANNEX 1



REPORT OF THE TOWN CLERK

To the Chair and Members
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Meeting held 29th November 2017



Summary

Chart 1.0

Chart 1.0 indicates a significant reduction in the number of service requests and/or complaints received since the last meeting of this committee

The majority of service requests and/or complaints received since the last meeting of this committee relate to hedge cutting and overgrown trees. To date; 12 contacts have been made - 9 residents asking for hedges/trees to be cut back, and 3 residents complaining that hedges have been cut too low or removed completely.

Other service requests and/or complaints received since the last meeting related to:-

- Replacement dog foul and litter bins in a number of parks
- Improved lighting at Maghull Town Hall
- A lack of fencing around children's play area at Dodds Park
- Residents of Fieldway experiencing verbal abuse from some footballers playing at Pimbley Playing Field.
- Organisation of 2017 Bonfire Event

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

- The facilities service of the council has placed an order for 35 new bins to be sited in all parks across Maghull. These bins will accept both litter and dog waste; thereby

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negating the need to order and install dog foul bins. Delivery has been scheduled for mid-January 2018.

- The facilities service has worked with Sefton Council Street Lighting Officers to review lighting at Maghull Town Hall. Plans and costs for works have been submitted. Works – to replace 3 lighting columns and install new LED lighting on existing columns, are scheduled to commence at the beginning of January 2018.
- Site visit with resident confirmed that parks across Maghull are being looked at. Fencing could be installed at Dodds Park; costs being met by 2018/19 Facilities Budget.
- All football teams playing at Pimbley Playing Field have been reminded of their obligations as per football contracts i.e. not to park near residential properties on Fieldway.
- A debrief with councillors to review the 2017 bonfire event has been scheduled for 28th November. Following this meeting, partners supporting the event will be engaged to identify further areas of improvement.

Chart 2.0

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

Five requests/complaints were received from Maghull Town Councillors; in the main relating to overgrown trees/hedges at Glenn Park, Whinneybrook and Dodds Park.

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 one request which was not the responsibility of Maghull Town Council to resolve related to fly-tipping on Poverty Lane, which was duly collected by Sefton Council cleansing officers.

