



**MAGHULL
TOWN
COUNCIL**

Maghull Town Hall

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Dated this 13th Day of June 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 21st JUNE 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.

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 22 February 2017 (Pages 1- 6)**
- 5 **Work Programme 2017/18 - Members are asked to note this report (Page 7 - 8)**
- 6 **Community Action: Flooding – Members are invited to discuss this report (Page 9)**
- 7 **Recording Table for Operations, Service Requests and Resident Complaints - Members are asked to note the summary of engagement with Maghull Residents (Pages 10 - 13)**
- 8 **Chair's Report – for noting only**

**Miss A. McIntyre
Town Clerk & Treasurer**



MAGHULL TOWN COUNCIL
COMMUNITY SUPPORT AND ENGAGEMENT COMMITTEE MEETING
HELD 22nd FEBRUARY 2017

PRESENT

Councillor Byrne (In the Chair) and Councillors: Burns, Carlsen, Carragher and Esterson.

ALSO PRESENT

A. Spencer (Operations and Contracts Manager) and S. Larking (Minutes).

1. APOLOGIES FOR ABSENCE

Apologies for absence were received from Councillor Mullen.

2. DECLARATIONS OF INTEREST – None

3. PUBLIC PARTICIPATION – None

4. ELECTION OF VICE CHAIR

It had been proposed by Cllr McKinley that Award Solutions meet Councillors to discuss their work to support young people participating in the Duke of Edinburgh's Award and other accredited awards. Cllr Byrne is a Director of Award Solutions and had declared an interest.

Resolved that:

- 1. A Vice Chair was not required as Award Solutions did not attend the meeting.**

5. MINUTES OF COMMUNITY SUPPORT AND ENGAGEMENT ON 21 SEPTEMBER 2016 AND 30 NOVEMBER 2016.

RESOLVED that:

- 1. Minutes of the meeting held on 21 September 2016 were approved as a correct record**
- 2. Minutes of the meeting held on 30 November 2016 were approved as a correct record**

6. WORK PROGRAMME

The Operations and Contracts Manager reported that as this was the final meeting of the Community Support and Engagement Committee for 2016/17 it was a good time to reflect on achievements during the year and to plan for 2017/18.

In 2016/17 achievements included

- Holding a number of successful events including bonfire night, which were well attended

- Making security improvements in KGV Park following Anti Social Behaviour at the Halloween event
- Targeting youth provision and working with older people
- Supporting national events/campaigns including LGBT history month and NHS month.
- The Events Co-ordinator's fantastic contribution was noted

The Proposed work programme for 2017/18, on page 10 of the Clerks Report, included provisional events and budgets. Key points made in discussion:

a. Events

- The food and drink festival should be a family event
- Noted that budget of £3,000 for performance space opening and £5,000 for Merry, Merry Maghull. Costs for Merry Merry Maghull should be lower as infrastructure (e.g. electricity) now in place and the Performance space would be in the park
- Budget for Merry Merry Maghull should include or should be increased to include the purchase of a Christmas tree; as it could not be assumed that Sefton Council Area Committee funds would cover this expenditure
- Costs for alternative Christmas Trees including artificial tree and living trees be sourced
- Disappointment that health event is over a weekend not a month

The Operations and Contracts Manger reported:

- The Maghull Food and Drink Festival would be the main event for Maghull, and would replace MaghullFest. Food & drinks stalls, entertainment and fairground rides were planned for this event
- Local businesses would be targeted to support the event, but it may be necessary to extend beyond the Maghull boundary if insufficient interest was generated
- Charging for stall holders will be implemented to generate revenue and offset event expenditure.
- Maghull Health Weekend would be based at Maghull Town Hall
- Any tender specification for the proposed performance space would incorporate inbuilt infrastructure including electricity, lighting and sound

b. Themed Months/Days

The Operations and Contracts Manager reported that International Women's Day and World Health day would be supported.

c. Targeted Groups

The Operations and Contracts Manager reported that given resources and staffing levels within Maghull Town Council, it could only facilitate and not be a provider of youth services.

Work had commenced around mapping services for young people in Maghull and surrounding areas. Mapping includes contacting clubs to refresh existing databases, reviewing Sefton CVS directory and contacting schools to speak to young people about what services they want. Hot spot areas within Maghull for ASB have been shared with Sefton Youth Service, which has confirmed resources will be made available.

Key points made in discussion:

- Need to do more direct consultation – talking to residents as well as using questionnaires
- Young people to be contacted via School Councils and an on-line survey
- Events should include arts and sports activities to reflect a broad range of interests
- A five-a-side tournament and open day to be hosted at the Town Hall/Venue. Local groups to be invited included air cadets, scouts, boxing, gymnastics, rock climbing, beat boxers, graffiti artist and Rampworx to showcase a youth offer for Maghull. Officers to develop proposals and feedback to wo
- Event for young people should avoid clashing with other local events including the Lydiate Festival, Maghull Baptist Church Spots Day and a festival in Thornton
- Cllrs to go into schools to talk to pupils. Cllr Carragher to visit Primary Schools and Cllr Byrne to visit Secondary schools. Contact to be direct with schools rather than via MADCOS.
- Previous Maghull Youth Council had not worked as not representative of Maghull Community. Cllrs indicated they did not want to initiate a Youth Council as per proposed work programme
- Budget for Performance Space opening to be switched to young peoples event

d. Performance Space Opening

The Operations and Contracts Manager reported that the opening event for the performance space would include performances and entertainment. Given the requirement to go out to tender, it was likely that the proposed May launch date would be pushed back to coincidence with the proposed Food & Drink Festival in July.

e. Youth Support in Maghull

The Chair discussed his report. It was noted that the points raised had been covered in the discussion about the Work Programme.

RESOLVED THAT:

1. **Work programme agreed with the following change:**
 - a. **The budget for performance space to be switched to an event for young people**
 - b. **The Performance Space opening and the Maghull Food and Drink Festival to be a joint event in late July**
2. **Officers to develop proposals for an event for young people**
3. **Cllr Byrne and Cllr Carragher to engage with local schools**

4. The report be noted.

MAGHULL HEALTH WEEKEND

The Operations and Contracts Manager reported that the health event had been condensed into a week for 2017. A closing event, a community run, would be held in Jubilee Woods.

In response it was noted that it was disappointing that the event had been condensed and that it should be used as an opportunity to consult residents. Cllr Byrne would pass on details of organisations who would like to be involved in future events

RESOLVED THAT

1. The Report be noted.

7. HEALTHY MAGHULL FORUM

The Chair reported that on a recent radio programme a Town Council discussed the Health and Wellbeing forum they had set up. He saw this as an opportunity to seek resident's views about what is changing and how it impacts on their lives. GPs practices in Maghull have Patient Participation Groups (PPGs). The West Way practice has 25 members. His proposal was to bring residents together to consider health and well-being issues in Maghull.

Key points made in response:

- Consultation important, but need to avoid re-inventing the wheel. Look at previous consultations to check what issues already raised
- Need to focus on specific issues to reduce time talking and not doing.
- Learn lessons from Flood Committee regarding community participation and resilience.
- Link into national campaigns e.g. health heart
- Concern that no opportunity for residents to get involved in the Sefton Public Health Annual Report
- Concerns about raising expectations in response to feedback from consultation and what the Town Council can do within its responsibilities and with limited resources

RESOLVED THAT

1. The Report be noted.

9. FLOOD COMMITTEE

Note: Cllr Carragher left the meeting at 19.35 and returned at 19.37.

Cllr Esterson reported that the Flood Committee had halted given lack of commitment from residents. Two residents from Fouracres were interested in

supporting their community to reduce the risk of flooding; however 6 residents were required to form a community group and apply for funding to fund a pump. At least 10 volunteers would be needed to operate the pump. A member of the Flood Committee was working on a Community Flood Action Plan. This would be circulated in due course.

RESOLVED THAT

1. The Report be noted.

10. BATTLE OF THE BANDS

The Operations and Contracts Manger thanked Members for their responses to his email of 14 February concerning Battle of the Bands. It had been agreed to continue with the event on a smaller scale. Key points about the event:

- Event to be hosted at the Venue, not Aintree Racecourse. Aintree informed and told reason for change
- Winners may have the opportunity to perform at future Aintree events
- Risk assessment and operational plan updated to reflect changes – to be sent to Members
- Bands notified of changes
- 3 bands and 1 singer/song writer to perform. 3 from Deyes High and 1 independent band (also from Deyes)
- Maricourt had pulled out. Waiting for response from Maghull High.
- PA kit will cost £650.00.
- Sefton Music Services will cover costs except prizes which MTC will meet, as agreed at the last meeting
- Bido Lito (music magazine) attending
- A new poster had been developed and will be circulated around Maghull and posted on Maghull web site and social media
- A Photographer will be attending

The following points were made in discussion:

- Peter Hooton and Carl Hunter from the Farm will be on the judging panel
- Posters did not make it clear that there was a charge for the final at Aintree
- The Blame and Little Triggers confirmed as headliners
- Concerns about audience capacity at the Venue – likely to be 100 (out of capacity of 160)
- Tickets to be issued for each band
- Contingency plan to be developed to manage people attending on the night without tickets
- May be another local band who want to perform
- Judging criteria should include stage presence, musicality and lyrics
- Concerns about security on the night
- Collection on night for the Mayor's charity

In response the Operations and Contracts Manger made the following points:

- G4S will be on duty
- Criteria for entry to Battle of Bands is at least one band member lives or attends schools in Maghull, age between 11-19, no tribute acts – original performance
- Event will be streamed
- Judging sheet will be available

RESOLVED THAT:

1. Tickets to be issued to bands;
2. Contingency plan to be developed;
3. The Report be noted.

11.RECORDING TABLE FOR OPERATIONS, SERVICE REQUESTS AND RESIDENT COMPLAINTS

The Operations and Contracts Manager reported that the increase in complaints had been seasonal, for example overhanging branches/hedges. There had been a high level of resolution to the issues.

There was a discussion about the complaint about dog fouling in Dodds Park. Key points from discussion:

- Dog waste bins should be placed where there are reported issues
- Some dog owners do not/will not dispose of waste responsibly
- Maghull Town Council (MTC) can only place bins on land it owns.
- Sefton Council are responsible for positioning bins on its land, but have limited capacity to empty bins. No new bins can be incorporating onto a cleansing schedule, which requires ward councillors/Sefton Council officers to identify underused bins and relocate using Area Committee funds.
- If Maghull Town Council were to provide extra bins, consideration of advertising on bins to recoup expenditure.
- Good feedback from community noted. Thanks should be passed onto the Facilities Team.

In response the Operations and Contracts Manager reported that he was developing a strategic vision for Maghull Town Council parks. He is exploring re-charging Sefton for emptying bins. Sefton are consulting about Public Space Protection Orders (PSPOs) to reduce dog fouling.

RESOLVED THAT:

1. Thanks be passed on to Facilities Team;
2. The Report be noted.

12.CHAIR'S REPORT

No report given.

CHAIRMAN

REPORT OF THE TOWN CLERK

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 21st June 2017

5. Community Support & Engagement Committee Work Programme

Introduction

At the last meeting of this committee; officers proposed a draft work programme for the 2017/18 municipal year.

Following member discussion and amendment; the work programme below was approved.

a. Events

Name of Event	Proposed Date	Indicative Budget
Maghull Health Weekend	April 2017	£500.00
Maghull Fest & Performance Space Opening	29 th July 2017	£5,000.00
Maghull Literary Festival	September 2017	£2,000.00
Maghull Civic Awards	October 2017	£500.00
Battle of the Bands	October 2017	£500.00
Bonfire Night	November 2017	£5,000.00
Merry, Merry Maghull	December 2017	£5,000.00
Older Person Christmas Lunch	December 2017	£1,000.00
Christmas Hampers	December 2017	£500.00
TOTAL		£20,000.00

Events Update

Maghull Fest & Performance Space Opening – 29th July 2017

MaghullFest 2017 will be a celebration of local food & drink, entertainment and offers for the community.

The event will take place on King George V Playing Field, between 12pm and 5pm on 29th July 2017.

To date:-

- 8 local businesses have confirmed they will be selling food & drink
- 10 taster sessions will be on offer ranging from fairground rides to nature walks
- 5 local bands and/or singers will be providing live music

All Operational and Emergency Plans for the event have been submitted to and approved by Sefton Council's SESAG Committee.

REPORT OF THE TOWN CLERK

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 21st June 2017

In light of heightened security threat, and given previous ASB incidents occurring at Maghull Town Council sponsored events, officers are working closely with Merseyside Police to ensure a police presence throughout the event.

Officers continue to work closely with Sefton Council regarding the installation of an outdoor performance area. A planning application has been submitted; and officers are working closely with suppliers to ensure installation of the performance area by 29th July 2017. Timescales are tight, however officers will work with partners to ensure the structure is on site for the event.

MaghullFest is being promoted via all Maghull Town Council social media channels. In addition, banners and posters promoting the event will be installed in all parks.

b. Targeted Groups

i. *Youth*

Officers continue to develop an offer for young people of Maghull

An exercise mapping all clubs in Maghull and neighbouring areas is still being progressed; and will be made available to councillors upon completion.

As per the last meeting of this committee, officers are in the process of developing a survey to engage with young people; in order to determine what the offer should be within the community. This work will supplement that of Cllrs Byrne & Carragher in terms of them contacting and visiting schools to determine what young people want within the town.

ii. *Older People*

Officers now sit as a member of Sefton's Older People Forum; which will aid the identification of older and/or vulnerable residents – thereby supporting planned events including Older Person's Christmas Lunch, and Christmas Hampers.

Officers are acutely aware that this work is required throughout the year, not just at Christmas. However, this work is in its relatively infancy given competing workloads / demands.

Recommendation:

- 1. The report be noted.**

REPORT OF THE TOWN CLERK

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 21st June 2017

6. Community Action: Flooding

Despite best efforts it has been a struggle to get engagement from the community on actions to reduce the risk of and respond to flooding. We were hopeful that residents in Fouracres, one of the area's most at risk of flooding, would take the lead in producing a Community Action Plan. An event for Fouracres Residents hosted by Sefton Council, United Utilities and the Environment Agency on 26 January was very poorly attended. While two residents are supportive others cite work and family commitments as barriers to engagement.

Views are sought on a final push on what Maghull Town Council can do, working with residents and Sefton Council. For example:

- Promote awareness raising among walkers/dog walkers/cyclists about who to report concerns they spot along rivers and brooks
- Explore a flood warden scheme
- Promote guidance about preparing for and responding to incidents including flooding

Members views are invited on

- next steps; and
- a volunteer to lead this work or support Cllr Esterson.

Recommendations:

- 1. Members consider the report;**
- 2. The report be noted.**

**REPORT OF THE
TOWN CLERK**

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 21st June 2017

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 fifth 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 Still Requiring Resolution**
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	28	9	9

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

**Service Request / Complaint still requiring resolution at time of writing report on 7th June 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 which will be conducted by Sefton Council.
		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 has complained that trees to the rear of his property are too high and in need of cutting back. Resident informed that tree surgeon will be employed to review height with view of cutting back.

REPORT OF THE TOWN CLERK

To the Chair and Members
of Community Support and Engagement Committee
Meeting held 21st June 2017

	Number Still Requiring Resolution	Nature of Service Request / Complaint	Comments
		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.
		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
		Graffiti in Kenyons Lane Park	Residents complained about offensive graffiti being sprayed on walls adjoining Kenyons Lane Park.
		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.
		Illegal Car Parked	Resident has complained that a car is parked outside her property; and is not currently taxed.
		Cars being sold in layby near Liverpool Road South	Resident has complained that an individual has been selling cars illegally for circa 3 years.

Annexes

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

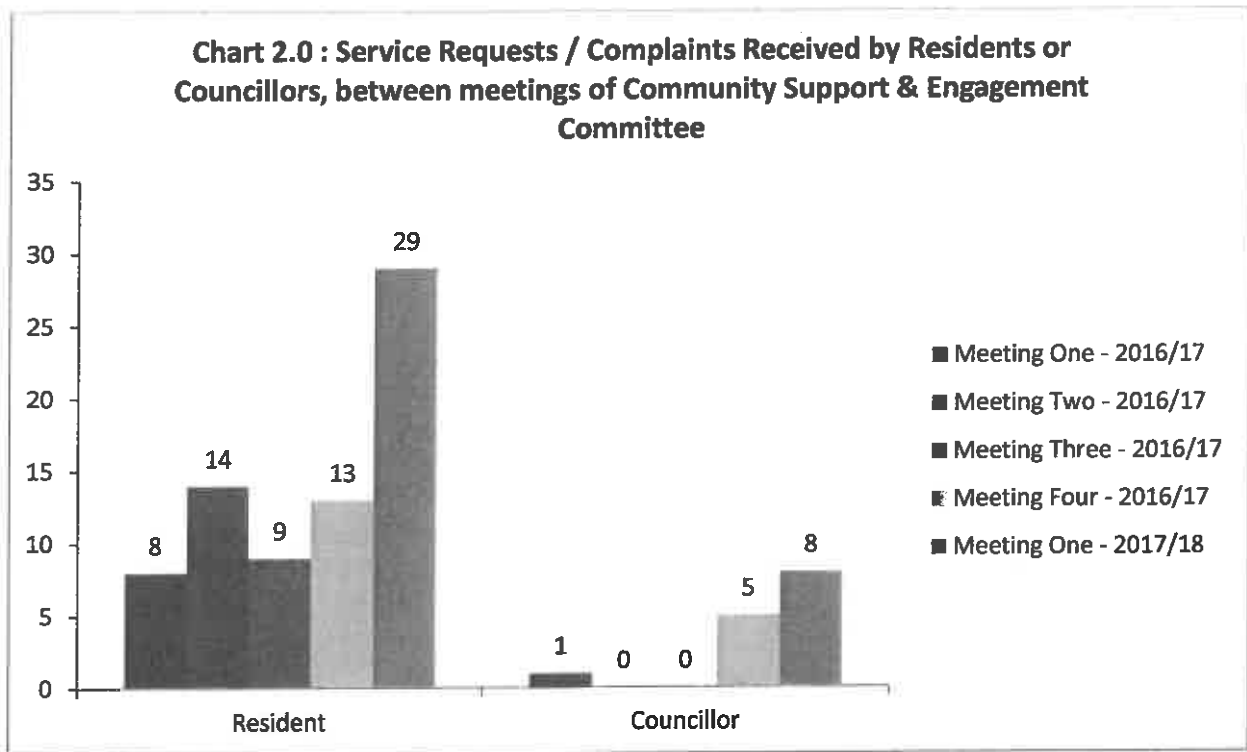
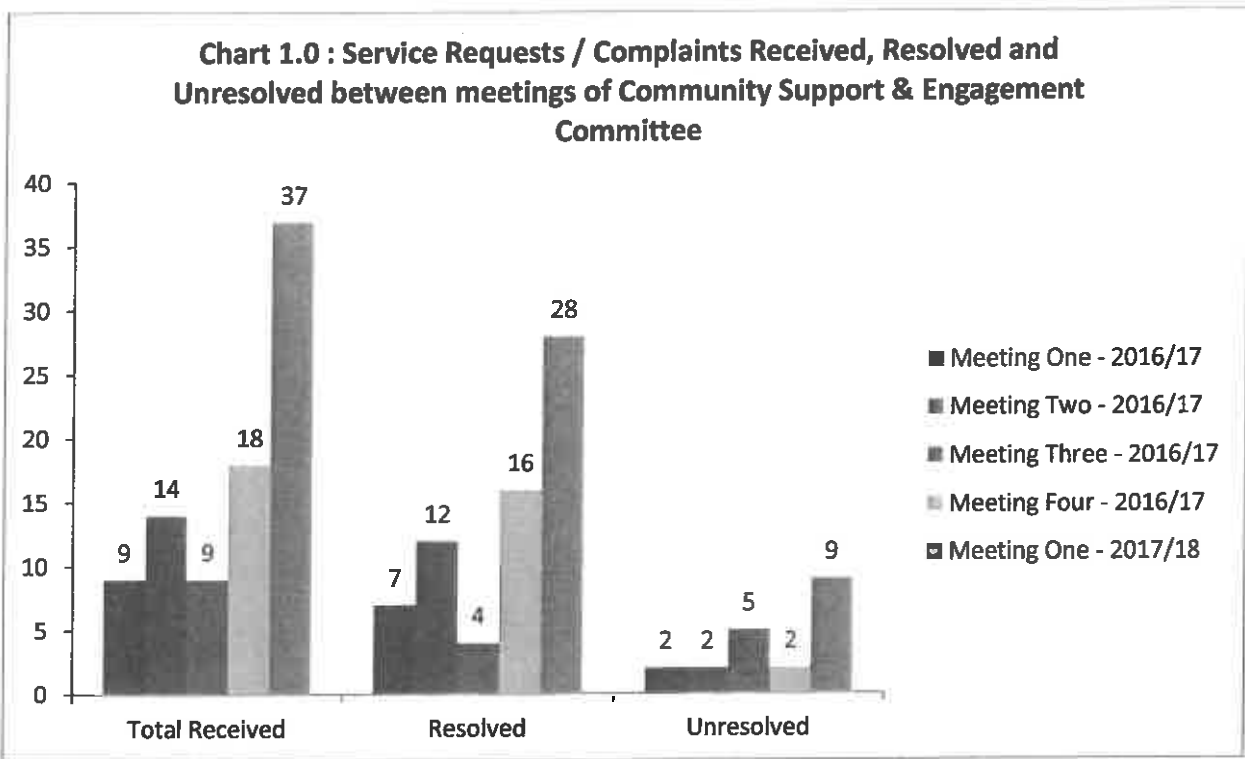
Community Feedback

Since the last meeting of this committee, Maghull Town Council has hired two Ransomes MP493 ride-on mowers for 2017/18 operations. The mowers have proved a big success to date, with residents commenting that the parks have never looked so good for years.

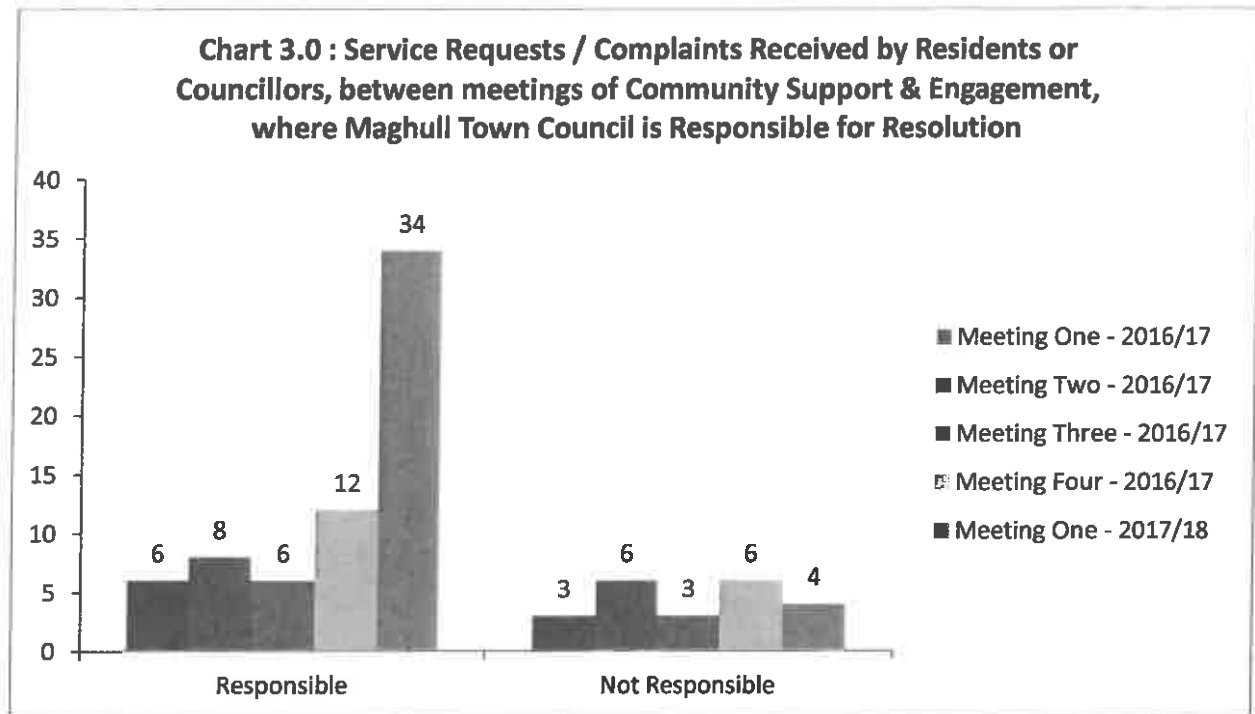
Recommendation:

- 1. The report be noted**

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



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



Summary

Chart 1.0

Chart 1.0 indicates a significant increase in the number of service requests and/or complaints received since the last meeting of this committee, and in comparison to the same point of last year.

The majority of the service requests and/or complaints received since the last meeting of this committee relate to Maghull Town Council increasing charges for the use of bowling facilities (9) and council's decision to temporarily close the overspill carpark at Maghull Town Hall on Mondays / Tuesdays to enable Sefton Council waste operatives to use our facilities (15). Where complaints are raised for these two issues, officers speak with the complainant to explain council's position. These issues have therefore been classified as "resolved."

Chart 2.0

Chart 2.0 indicates that the majority of service requests and/or complaints received since meeting three were from Maghull residents. 8 requests/complaints were received from Maghull Town Councillors, though in the main these related to borough issues where resolution by Sefton Council was required i.e. cars being illegally sold in laybys close to Liverpool Road South.

Chart 3.0

Chart 3.0 indicates that 90% of service requests and/or complaints received, are the responsibility of Maghull Town Council to resolve. This is unsurprising given that 24 of those received relates to bowling charge increases and/or closure of Maghull Town Council's overspill carpark.

Of the 4 requests which are not the responsibility of Maghull Town Council, 3 have been referred to Sefton Council and 1 has been referred to the Home Office.