

## HEVERSHAM PARISH COUNCIL

### Minutes of the Parish Meeting held on Thursday 9 March 2017 in the Athenaeum, Leasgill at 7:30pm

*Held in accordance with the requirements of the Local Government Act 1972*

**Present :** Councillors Adrian Bland (Chairman), Peter Clarke, Gordon Capstick, Tom Grindey; Brian Rendell, Iain Richards and Adele Shepherd; County Cllr Roger Bingham; District Cllr Annie Rawlinson; Malcolm Richardson (Parish Clerk) and 11 members of the public.

#### **1. Apologies**

Apologies were received from PCSO 5251 Martin Boack

#### **2. Minutes**

Resolved that the minutes of the meeting held on 10 March 2016 be confirmed as a true record and signed by the Chairman.

#### **3. Chairman's Report**

Cllr. Adrian Bland presented his report with regard to the activities of the Parish Council during 2016/17. A copy of the report is attached to these minutes.

#### **4. Police Report**

The police report forwarded by PCSO Martin Boack was presented by the Clerk. A copy of the report is attached to these minutes.

#### **5. South Lakeland District Councillor's Report**

District Cllr. Annie Rawlinson presented her report with regard to events affecting the parish including the new recycling regime and digital innovation. A copy of the report is attached to these minutes.

#### **6. Cumbria County Councillor's Report**

County Cllr .Roger Bingham reported the footpath from the south end of the village towards Milnthorpe had been resurfaced and that some road resurfacing is scheduled to be done locally but not immediately. The £500 grant referred to last year with regard to the registration of the common land had been paid to the Parish Council and £1000 had been requested for the Old School restoration. A grant of £640 had also been given for the work on the Grievegate milestone which is now close to being completed .The Members' Revenue Allowance which was the source of these grants has now finished. He also reported on the poor service in Cumbria for autism and the Children's and Adolescent Mental Health Service and said that current police response times were 3 minutes for 101 calls and 10 seconds for 999 calls.

#### **7. The Athenaeum Report**

Cllr. Tom Grindey reported that it had been a successful year for both hall bookings and fundraising which had included the Great Village Bake Off, a Quiz Night and Cllr. Roger Bingham's Walk. There is a Village Barbecue scheduled for 17 June 2017. The main item of expenditure had been the £9000 heating upgrade and the next main project would be to upgrade the lighting. He thanked the committee for their hard work and the parishioners for their support.

#### **8. Neighbourhood Plan**

Mr. Peter Shaw reported that the result of the Referendum was 210 in favour and 60 against with 36.2% voting of those eligible and that the Plan has now been adopted by SLDC. He remarked that several councillors at SLDC had been of great assistance. The next step will

be to pursue the Plan's community objectives and to consider use of the balance of the Government grant which is held by SLDC. The Parish will receive 25% of the Community Infrastructure Levy on any new housing developments within the Parish.

### **9. Public Participation**

A parishioner asked that it be recorded that the bin men do a good job and another parishioner requested information with regard to cold calling problems. The Chairman said that a "No Cold Calling Zone" could be set up with the agreement of residents and that he thought that the Parish Council would support such action although it would not do the actual setting up.

***Malcolm Richardson***  
Clerk to Heversham Parish Council

Welcome to the annual public meeting of Heversham Parish Council. Thank you all for coming.

2016 has seen 2 new members being elected onto the Parish council in the form of Iain Richards and Brian Rendell. I would like to thank you for your input so far and I am sure you will prove to be a great asset to the council. They have replaced John Alderson and David Cordwell . In August, Denise left us as after her second term as Clerk. The council members are pleased that Malcolm Richardson has taken on this role. Many thanks to John, David and Denise for their valuable contributions.

2016/17 has been a fairly productive year for us as a Parish Council. The referendum was held in February for the adoption of the neighbourhood plan and it was approved by a large majority.

We have seen the addition of the new flower border at the south end of the village and there are plans to add some floral colour to the north end of the village. There has also been some resurfacing work done to the footpath leading south out of the village, both of which have improved the appearance of the village.

Since last year, the parish land has been registered with the land registry office. Two permissive paths have been granted by Dallam Tower Estate and Dallam School for the use of parishioners. Thanks go to them and Peter Clarke for liaising with them.

However, the highlight of the year for many was the lighting of a beacon on Heversham head to celebrate the Queen's 90<sup>th</sup> birthday back in April 2016. This brought many residents of all ages together as well as people from the surrounding villages. Many thanks must go to Iain Richards and his assistants Mark Jameson and Rob Phillips for building the bonfire and to Jane Cushnie for organising the pudding party beforehand. It was a very enjoyable evening.

A new and improved Heversham village website has been re-launched this week and a new community page has been set up on facebook for Heversham village to help keep residents up to date with what's going on in the village.

Adrian Bland





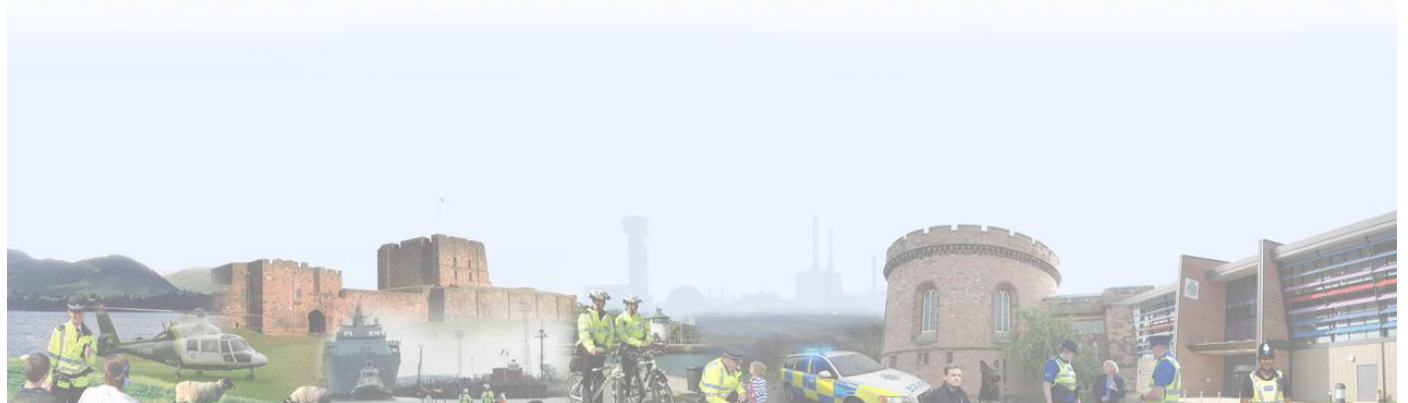
# Kendal Police

## Community Engagement Report

Community Group or Meeting  
Heversham Annual Parish Council

Date  
Thursday 9<sup>th</sup> March 2017

Report Time Scale  
March 2016 to March 2017



## Overview

The past twelve months have seen an overall reduction in crime in South Lakeland. It is encouraging that more calls are being received from local communities reporting crimes and suspicious behaviour in their neighbourhoods. Schemes for local communities like NHW, Farm watch, Horse watch and countryside watch are all on the Cumbria Community Messaging website.

## Crime Trends and Patterns

As in previous years the majority of local crime in the area is carried out by opportunistic thieves who target insecure premises like out buildings and farm buildings. Small but high value items such as chainsaws, generators and quad bikes are items of choice for criminals.

Local communities play a huge part in gathering intelligence and reporting suspicious activity to police. Getting registration numbers from vehicles and promptly reporting suspicious people giving good descriptions can hasten our job in stopping these people and questioning them about their behaviour. If anyone does have any concerns about suspicious behaviour please contact 101.

## Key Crime

Over the last 12 months there has been a rise in the reported crimes in your area and notably the amount of vehicle crime.

As mentioned above there has also been a rise in burglaries to outbuildings.

Please check your security and be on the look out for suspicious activity.

### Suspicious Incident / People / Vehicles

Cold callers continue to be an issue in many areas and it's reassuring that many residents inform us at the time so they can be checked for legitimacy.

### Initiatives and Operations

We are currently trying to establish a team of volunteers to assist with nights of action, targeting especially out of area criminals if anyone would like more information relating to this please contact any member of the local policing team the role would only involve static observations and no confrontational situations.

### Comments

Lastly as always please call 101 for any sightings of suspicious persons or vehicles, with registration numbers if possible.

Thanks for helping us to help you.

PCSO 5251 Boak

## **SLDC Customer Connect**

A major project is under way to make it easier for residents to access council services.

SLDC is revolutionising the way it works to provide a faster response for customers and better value for money for taxpayers.

The Customer Connect project will replace the council's current IT systems with a new digital process, enabling people to carry out transactions more easily with mobile phones or tablets.

By the end of the project annual savings of £850,000 are expected to be achieved.

SLDC is working with Eden District Council on the digital aspect. The authorities are working together with systems experts Meritec to introduce new ways of working and serving customers.

More transactions will be automated with an improved website and eventually residents will be able to use their own accounts to track progress on requests they have made.

The structure and organisation of SLDC is changing to put a stronger focus on what customers require. Staff will work more flexibly and efficiently with new digital skills.

Increased automation will make services faster and simpler to use. It will also free up staff to devote more time to more complex inquiries, often involving the most vulnerable customers, and the council will continue to offer face-to-face services to support these people.

Part of the project involves reviewing where SLDC staff will be based long-term to ensure the council operates in the best possible way in the modern digital age to meet our customers' requirements.

The new technology makes it easier for staff to work collaboratively in the community with local groups. Working in a more joined-up way will help provide faster and better services.

As part of the review SLDC is taking part in a feasibility study with Cumbria County Council and the Lake District National Park which is considering a possible move to a shared public sector hub in Kendal. A decision will be made by Councillors this year and will be based on achieving the best value for taxpayers.

The new SLDC website is now live and content has been moved across to the new site. A new Customer Relationship Management system (CRM) is also up and running and our Customer Services team have started working on it. This will provide the platform on which we can build more effective joined up services.

### **What does digital service mean?**



- The delivery of an end-to-end process in a streamlined and automated way. For example a resident might contact the SLDC website using a tablet to request something.

If it's a simple task it can be done via self-service. If it's more complex it can be escalated to a customer adviser or transferred directly to an officer in the field (using a mobile device)

If it's very complex it will be escalated to a senior officer for specialist advice.

The same information is visible to everyone (including the resident) at all stages so progress can be managed and tracked easily.

#### **What will success look like?**

- Simpler way of working for everyone at SLDC
- Faster and better services for our residents
- Value for money for taxpayers
- More time to help vulnerable residents
- Improved customer satisfaction
- A highly-skilled, modern workforce

## **Recycling Update**

Plastic and card recycling collections delivered to every part of district.

Every main area in South Lakeland is now receiving plastic and cardboard kerbside collections.

The final major area to get the expanded service, around Grange-over-Sands, Lindale and Kents Bank, received blue bags for storing plastic and cans in January.

Teams from both the Ulverston and Kendal depots were drafted in to assist with the bag deliveries, which will saw nearly 3,000 properties added to the scheme in one of the largest phases in the plastic and card roll-out, both in terms of geography and numbers of properties.

That means that the new service is now being delivered to 96% of households in South Lakeland.

The depot teams are now concentrating on around 2,000 properties in smaller 'in-fill' hamlets and villages that have yet to receive the collections, usually in more remote parts of the district or with particular 'narrow access' issues, as they work towards the final stages of the project.

Latest figures show that tonnages of recycling collected at the kerbside are at record levels as the additional services are rolled out.

Figures to the end of quarter three of 2016/17 show the tonnage of recycling materials collected from the kerbside increased by 5.96%.

In November, the council collected more than 50 tonnes of plastic from the kerbside for the first time in a month - the equivalent of over two million plastic bottles.

And in December SLDC collected 569 tonnes of kerbside recyclables, beating the previous December record of 520 tonnes.

SLDC had to revise the rounds to allow the roll-out of additional kerbside collections and we have stayed on track with the project despite the service having to cope with the additional demands of the flood waste clean-up operation.

This expanded kerbside service in direct response to residents' wishes and this is a key step in the Council Plan commitment to increase the range of recyclables that we collect from the kerbside as we look to increase the amount of household waste sent for recycling.

The council's website has useful guides and videos about which container to use for which recycling materials and what happens to your plastic after collection:  
[www.southlakeland.gov.uk/bins-and-recycling](http://www.southlakeland.gov.uk/bins-and-recycling)

Follow SLDC on Twitter - @SouthLakelandDC – or 'like' the council's Facebook page at [www.facebook.com/southlakelanddistrictcouncil](http://www.facebook.com/southlakelanddistrictcouncil) for the latest updates, information and reminders about waste and recycling collections.