

CENTRAL ROCHDALE AREA FORUM

**Thursday 10 March 2016 at 6.30pm
Wardleworth Community Centre, South Street,
Rochdale**

AGENDA

1. Introductions and Code of Conduct
2. PACT meeting - Greater Manchester Police
3. Minutes of last meeting, matters arising and updates
4. Flood Recovery and Awareness Update
5. Open Forum
6. Ward News
7. Date and time of the next meeting

Monday 2 June 2016
Wardleworth Community Centre, South Street, Rochdale
6.30pm – 8.30pm

Agenda Item 1

Rochdale Township Area Forums Code of Conduct

It is established by and for the Rochdale Township Area Forums that the following code of conduct will govern the behaviour of their members. The code of conduct will be enforced by the Chair of this meeting.

Conduct at meetings

Members will at all times observe accepted practice while taking part in discussions to:

- Be courteous to each other and support and assist other members in finding the best possible solution to problems being discussed
- Allow each other the opportunity to speak and comment
- Attempt as far as possible to stick to the agenda and assist each other to reach effective conclusions
- Operate within the agreed Terms of Reference
- Aggression, violence, threats, harassment, intimidation and other disruptive behaviour in the forum will not be tolerated
- The term 'members' applies to all those present at the meeting

Confidentiality

- Members will refrain from mentioning specific individual cases which may cause embarrassment or identification of an individual
- Any information or item shared that is of a confidential nature will not be disclosed to anyone else apart from members of the Forum in order to allow the business of the meeting to proceed.

Dignity at meetings

- All those who attend Forum meetings have the right to be treated with dignity and respect regardless of their race, colour, ethnic or national origin, nationality, gender, marital status, age, sexuality, religion or any other matter which causes people to be discriminated against
- The meeting will do all that is in its power to oppose all forms of harassment and bullying

Individual Members

- Should disclose any personal interest that they consider may affect or influence their approach to the matter being discussed
- Must show respect in all their dealings by observing reasonable standards and courtesy, and by not seeking to take unfair advantage by virtue of their position

Political Affiliation

- Even though individual members may be affiliated to/or be members of a political party, they may not represent a political party in their role as individual members of this Forum

Breach of Code of Conduct

- If anyone attending the Forum meeting does not abide by the code of conduct, the Chair will have the discretion to decide on an appropriate course of action. The Chair may either issue a warning, ask the person to withdraw from a particular agenda item or exclude that person from the meeting.
- Where a person is asked to leave a meeting, the Chair will have the discretion to decide whether or not that person is welcome to attend future meetings.
- The Chair at his/her discretion, may close the meeting if he/she deems it necessary

Agenda Item 3

CENTRAL ROCHDALE AREA FORUM

Monday, 5 October 2015

MINUTES

Present: A. Allinson, A. Leggett, G. Bahar, A. Lennox, T. Powers, B. Lloyd (Chair), R. Hartley, Z. Hussain, Hussain, K. Dkhar, A. Miah, B. Starkey, L. Collinge, S. Collinge, J. Murphy

Officers: D. Chadwick (Youth Service), G. Finch (Township & Engagement Officer), PCSO Mahmood and PS Martin,

Councillors: Councillors Ali Ahmed and Sultan Ali

Apologies: Councillor Iftikar Ahmed

31 INTRODUCTIONS AND CODE OF CONDUCT

The meeting was chaired by Beryl Lloyd. The Chair introduced and welcomed all to the meeting and reminded Forum members to observe and respect the code of conduct.

The Forum was informed that this was the first Central Rochdale Area Forum meeting at this venue. It was explained that the reason for this is that some months ago Ward Councillors asked if another venue in the Ward (in addition to Wardleworth Community Centre) could be identified. In doing this it was hoped that different sectors of the community would attend area forum meetings.

32 PACT MEETING - GREATER MANCHESTER POLICE

The Forum was informed that since the last meeting domestic burglaries had been reduced by 50%, theft from vehicles had reduced, theft of vehicles had risen, theft of pedal cycles had risen and an increase in domestically related assaults / harassment had been reported.

A number of questions / concerns were raised by residents:

- A resident asked if more police presence could be provided near Falinge Park, Yorkshire Street and certain spots in Wardleworth (Morley Street, Gower Street and Hector Avenue) because of drug dealing.

Response: Unfortunately there are not a lot of police officers out there and resources are very limited. Having said that covert operations and intelligence gathering goes on all the time and we will respond accordingly. Incidents should be reported via the 101 number / Crimestoppers.

If you do not see your neighbourhood PCSO you need to register a complaint.

- A resident raised concerns about anti-social behaviour near to Red Lane / Hamer Hall Crescent and a recent incident involving their daughter.

Response: The Forum was informed that the police do not ignore reports of anti-social behaviour however a problem in dealing with ASB is that when the Police respond to an incident the individual / group have moved.

A Youth Service Officer present at the meeting commented that a detached youth worker would be diverted into the area.

The Forum was also informed that the land between Park Road / Red Lane / Foxholes Road which is currently overgrown and is potentially a hiding place will be cleared and significantly improved

over the coming weeks. It is hoped that this will help to improve the perception of the area for residents and reduce the incidence of young people hanging around the area.

- A resident raised concerns about the delay in removing the travellers following the recent encroachment onto Cronkeyshaw Common.

Response: It was explained to the Forum that in order for travellers to be removed from Cronkeyshaw Common a legal process has to be followed. This process can take between five and seven days and includes obtaining a Court Order.

The Police also explained that allegations of criminal damage and illegal tipping are very difficult to prove. Evidence is required and unless the identity of the person breaking the law can be identified very little can be done.

It was accepted that the Police and Council could have worked more effectively in dealing with travellers in the past, however the Forum was informed that the organisations are looking to agree and develop a joint protocol.

It was also explained that the Council is looking to introduce a hot spot injunction which would hopefully speed up the removal of unauthorised encampments.

- A resident raised concerns about speeding traffic on Entwistle Road.

Response: The Forum was informed that a fully funded traffic calming scheme had been agreed for the area.

33 **OPEN FORUM**

Residents raised the following issues during the Open Forum:

- Dog fouling is a problem in the Jarvis Street area close to Greenbank Primary School.

Response: This will be reported to the appropriate service.

- There are three bins on Medley Street that are in need of emptying.

Response: This will be reported to the appropriate service.

- A resident asked if smaller waste and recycling bins can be requested to replace larger ones.

Response: Yes. You would need to contact Environmental Management.

- A resident commented that a number of posters have been attached to Council assets in the Sheriff Street area.

Response: This will be reported to the appropriate service.

34 **ENVIRONMENTAL MANAGEMENT AND ENFORCEMENT UPDATE**

No one from Environmental Management was present at the meeting.

35 **WARD NEWS**

No Ward news was provided.

36 **DATE AND TIME OF THE NEXT MEETING**

Thursday 10th December 2015
Wardleworth Community Centre
6.30pm – 8.30pm.

The date of the next area forum meeting at St Patrick's RC Primary School has still to be arranged. However it will be in January 2016.

CENTRAL ROCHDALE AREA FORUM

Thursday, 10 December 2015

MINUTES

Present: Martin Burke, Mike Burke, A. Allinson, A. Khan, R. Sakhawat, M. Syeedy, M. Ullah, J. Begum, M. Waheem, P. Khan, N. Yasin, H. Choudhry, L. Hey, B. Lloyd (Chair), A. Miah, S. Hussain, N. Hewka and M. Bashir.

Officers: A. Ogden and H. Begum (Recycling Improvement & Participation Officers), G. Finch (Township & Engagement Officer), PCSO Mahmood, E. Grace (Community Engagement Officer) and J. Murphy (Head of Finance Support).

Councillors: Councillor Shefali Farooq-Ahmed

Apologies: Councillors S. Ali and A. Ahmed.

37 INTRODUCTIONS AND CODE OF CONDUCT

The meeting was chaired by Beryl Lloyd. The Chair introduced and welcomed all to the meeting and reminded Forum members to observe and respect the code of conduct.

38 PACT MEETING - GREATER MANCHESTER POLICE

The Forum informed PCSO Mahmood of the following:

- Drug dealing on Hamer Hall Crescent
- Drug dealing and incidents of anti-social behaviour on Gower Street, Hector Avenue and Yorkshire Street
- Incidents of anti-social behaviour and drug dealing on Kitchen Street.

PCSO Mahmood informed the Forum that it was crucial that incidents of criminal activity are reported to assist with the collection of intelligence. The following contact numbers can be used to report incidents:

You should always call 999 in an emergency.

Call 101 to report a non-emergency incident or make a general enquiry.

You can contact your local neighbourhood team by telephone or email:

Telephone – 0161 856 9961

Email – rochdalenorth@gmp.police.uk

In response to a question PCSO Mahmood informed the Forum that there are three PCSO's and one Officer available to deal with incidents in the Ward.

A resident also raised concerns that he had taken the time to attend the police station with evidence of criminal activity on Greenbank Road, yet had received no feedback from any Officer. PCSO Mahmood indicated she would investigate this matter.

39 MINUTES OF LAST MEETING, MATTERS ARISING AND UPDATES

The minutes were approved as a correct record.

Matters Arising: The Forum was asked if the minutes of the two Central Rochdale Area Forums should be shared with both meetings.

It was agreed that the minutes of the two Central Rochdale Area Forums should be circulated to both meetings.

40 **PUBLIC ENGAGEMENT ON COUNCIL SAVINGS**

Julie Murphy, Head of Finance Support attended the meeting to present information on a public engagement exercise called 'The Budget Challenge'.

It was explained to the Forum that the Council has faced significant financial challenges since 2011, the start of the austerity period and continues to do so. An animated film was screened which provided:

- General information about the Council.
- The services the Council currently delivers.
- The financial challenges faced by the Council going forward.
- How the Council has responded so far.
- What the Council is looking to do.
- An explanation of how residents can contribute to this exercise.

The Forum were invited to suggest ideas on ways the Council could save money. Comments received, included:

"The Council needs to re-think its recycling policy"

"Increase Council Tax / Business rates"

"Raise charges for Council services"

"Reduce managerial posts"

41 **HEALTHWATCH ROCHDALE**

Elaine Grace, Community Engagement Officer, attended the meeting to inform the Forum of the role and purpose of Healthwatch Rochdale.

The Forum was informed that Healthwatch Rochdale (HWR) is the local consumer champion of Health and Social Care Services. HWR have statutory powers to ensure that the voice of the general public is heard.

HWR gathers feedback from the general public about their experiences of Health and Social Care services. HWR collate and analyse the feedback received from the general public and report this to the Clinical Commissioning Group, the Local Authority and other service providers both locally and nationally.

HWR provides a signposting service, an independent complaints advocacy service, 1-2-1 conversations with staff and drop in sessions across the four Townships. Forthcoming sessions will be held at Number One Riverside on the 28th January, 25th February, 24th March, 28th April, 26th May, 23rd June and 28th July, 10am till 3pm.

Information about HWR can be found on www.healthwatchrochdale.org.uk

The following issues were raised by the Forum:

"NHS waiting times are a problem"

"The theory of Healthwatch is good"

"Because of the reductions in budgets, service users need to consider their expectations"

"Does HWR deal with formal complaints?"

"Obtaining a GP appointment is very difficult"

"The existence of Healthwatch Rochdale should be promoted more"

"Hospital discharge is a problem"

Responses to some of the above issues included:

HWR does deal with formal complaints.

A GP extended hour's scheme is currently being piloted.

The implementation of Quality Service Standards is work in progress.

There are plans to develop an Healthwatch Rochdale newsletter which might help in promoting the work the organisation undertakes. It was also accepted that the local press needs to be better in advertising Clinical Commissioning Group meeting dates.

42 **WASTE RECYCLING SERVICE IN ROCHDALE**

Andy Ogden and Hafiza Begum, Recycling Improvement and Participation Officers, Environmental Management attended the meeting to listen to feedback about the waste recycling service that was introduced into the Ward recently.

The Forum in general accepted that the new waste recycling service was working and that recently published recycling rates confirmed this. The calendar is also a positive introduction. However the feedback received tended to be of a negative nature. This included:

"The kitchen caddy needs to be bigger"

"The publicity material produced and delivered to promote the new service is not engaging enough"

"Implementation of the new service was rushed"

"Consultation on the new service was poor"

The Officers attending the meeting accepted that the implementation process was rushed, however lessons have been learned and improvements have been made. The services changes made were considerable.

Finally the Forum was reminded of what can be recycled in the light green, blue, brown and dark green bin.

43 **OPEN FORUM**

The following issues were raised during the Open Forum:

1. A resident reported that two street lights were not working on Kitchen Street.

Action 1: Gary Finch will report.

2. Concerns were raised about the accidents that have occurred recently at the Townhead Junction.
3. A resident asked how he could obtain a permit to use the Council's Waste Recycling Centre's.

Action 2: Gary Finch will investigate and inform the resident.

4. Two representatives from 'Youth Connections' based in the Ward asked the Forum if they were willing to financially support the group to the value of £1200 to organise a weekend away for young people from the Wardleworth Area. The group would be visiting Burrs Activity Centre, Bury to experience team building and outdoor/indoor recreational activities. The purpose of this project would be to build the confidence of the young people and develop a range of skills.

The Forum agreed to support this initiative from Ward Funds.

5. A young person / representative from Gower Street Youth Base expressed concerns about the lack of support he had received from the local Ward Councillors in the attempts being made to save the Youth Base from closure. He asked that these concerns be forwarded to the Ward Councillors.

It was also stated that a petition had been handed to Cabinet Members in a bid to save the Youth Base.

Action 3: Gary Finch to inform the Ward Councillors

44 WARD NEWS

No issues were raised.

45 DATE AND TIME OF THE NEXT MEETING

Monday 25th January 2016

St Patrick's RC Primary School, Foxholes Road, Rochdale.

6.30pm – 8.30pm

Thursday 10th March 2016

Wardleworth Community Centre, South Street, Rochdale.

6.30pm – 8.30pm

CENTRAL ROCHDALE AREA FORUM

Monday, 25 January 2016

MINUTES

Present: B. Lloyd (Chair), S. Lisnys, J. Murphy, S. Quershi, G. Bahar, L. Baugh, K. Hayday, Z. Khan, M. Ahmad, A. Miah, T. Allinson, R. Hartlet, N.Yasin and M. Siddiq Koussar.

Officers: E. Grace (Community Engagement Officer), PC Firth, PCSO Mahmood, I. Rogers (Recycling Improvement and Participation Officer) and G. Finch (Township & Engagement Officer)

Councillors: Councillors A. Ahmed and S. Ali

Apologies: Councillor I. Ahmed and Peter Burke

46 INTRODUCTIONS AND CODE OF CONDUCT

The meeting was chaired by Beryl Lloyd. The Chair welcomed all to the meeting and reminded Forum members to observe and respect the code of conduct.

47 PACT MEETING - GREATER MANCHESTER POLICE

PC Sarah Firth and PCSO Saba Mahmood attended for this item.

The Forum was informed that from May 2016 the Ward would be served by a Neighbourhood Policing Team. This would represent a complete restructure to present arrangements and would result in the Ward having one more Police Officer, in addition to four PCSO's.

It was hoped that by operating a Neighbourhood Policing model, officers would develop a good working knowledge of the Ward and would be in a better position to respond to problems.

The Forum in general were supportive of the approach outlined.

Updates were then provided on a number of the issues raised at previous meetings:

- Drug dealing near Falinge Park

The officer informed the Forum that patrols in this area have been increased and the situation seems to have improved.

- Anti-social behaviour near to Hamer Hall Crescent

The officer informed the Forum that patrols in this area have been increased and the problems seem to have reduced.

- Travellers on Cronkeyshaw Common.

The travellers have now moved on.

- Drug dealing on Greenbank Road

The Officer informed the Forum that she had checked the number of reported incidents of drug dealing in this area, which was low. It was reiterated that for data to be useful and subsequently acted upon, it needs to be reported.

It was explained to the Officers that during the Winter months it was difficult to see individuals, however visits and door knocking to certain addresses on Greenbank Road was common.

The Officers understood the situation and were keen that more be done to address the problems being experienced by some residents.

The Officers were also informed that the parking of vehicles on Red Lane and Baillie Street was problematical.

A question was raised in relation to home visits following a 101 call. The Forum was informed that home visits do not necessarily result as a consequence of a 101 call. However all calls are logged.

It was explained that a team of local Call Resolution Officers had recently been recruited. The role of this team is primarily to deal with 101 calls and determine how these incidents should be more effectively dealt with.

It was also explained that GMP is now operating an appointments system for home visits.

48 MINUTES OF LAST MEETING, MATTERS ARISING AND UPDATES

The minutes were approved as a correct record subject to the following amendments being made. The issues listed below had been raised at a previous Area Forum meeting but omitted from the record:

- Debris on Wilson Street, near to Athena Roofing
- The reinstatement of the railings at the Taylor Street pelican crossing
- Concerns over the Greenbank School wall.
- Ownership of the perimeter wall surrounding Lidl
- The Banson Tool Hire gully
- Signs attached to a variety of Council assets

No other matters or updates were provided.

49 HEALTHWATCH ROCHDALE

Elaine Grace, Community Engagement Officer, attended the meeting to inform the Forum of the role and purpose of Healthwatch Rochdale.

The Forum was informed that Healthwatch Rochdale (HWR) is the local consumer champion of Health and Social Care Services. HWR have statutory powers to ensure that the voice of the general public is heard.

HWR gathers feedback from the general public about their experiences of Health and Social Care services. HWR collate and analyse the feedback received from the general public and report this to the Clinical Commissioning Group, the Local Authority and other service providers both locally and nationally.

HWR provides a signposting service, an independent complaints advocacy service, 1-2-1 conversations with staff and drop in sessions across the four Townships. Forthcoming sessions will be held at Number One Riverside on the 28th January, 25th February, 24th March, 28th April, 26th May, 23rd June and 28th July, 10am till 3pm. Sessions will also be run at Rochdale Leisure Centre on the 2nd February and 1st March.

HWR had recently been involved in projects in relation to GP Surgeries.

The Forum did raise concerns about GP waiting times.

A Ward Councillor endorsed and supported the important role HWR have in representing service users and encouraged the community to engage and use the services provided.

Information about HWR can be found on www.healthwatchrochdale.org.uk

50 **WASTE RECYCLING SERVICE IN ROCHDALE**

Ian Rogers, Recycling Improvement and Participation Officer attended the meeting for this item.

It was reported to the Forum that since the implementation of the new waste recycling service, recycling rates in the Ward and Boroughwide have been moving in the right direction.

For example, recycling rates in the Ward for the six week period between November and December 2015 have progressed from 31% to 46%. The recycling rate Boroughwide is currently 49%.

The Officer attending the meeting accepted that the implementation process suffered from a number of teething problems, however lessons have been learned and improvements have been made. The services changes made were considerable.

The following issues were raised by residents:

- It has been difficult to communicate the problems being experienced

Response – This comment will be relayed to the Customer Contact Centre Supervisors.

- The kitchen caddy needs to be bigger

Response – The size relates to the size of liners and is given as a free option to residents. Residents may find something different that suits their own needs.

- Contacting the service via the telephone number and email address published has been difficult

Response – This comment will be passed to the Customer Contact Centre Supervisors.

- Implementation of the new service was rushed

Response – The new service was required due to the need to increase recycling rates and financial pressures. Information was given to residents and a public consultation was undertaken. The change was a staggered roll out across the Borough, however because of the logistics of changing collection patterns this was the most efficient way of doing it.

- Brown bins are being missed at various locations in the Ward

Response – Residents should report this as soon as possible.

- Receiving delivery of a caddy has been difficult

Response – There was a higher than expected demand for these and teams are still out delivering them.

51 **OPEN FORUM**

The following issues were raised during the Open Forum:

- Karen Hayday, Hourglass Environment Ltd, attended the Forum to request support for funding for The Growth Project.

The Growth Project is located and undertakes its activities at Kellet Street, Rochdale, a Council allotment site. The project has been in operation for 8 years and works with people who suffer from mental and physical health issues, in developing horticultural techniques and building and joinery skills.

It was explained to the Forum that the Kellet Street site was severely affected by the floods and various pieces of equipment/materials had been destroyed. As a consequence the Forum was being approached to support funding to help with remedial work on the site. Hourglass Equipment Ltd had already received support to the value of £1642.36 from Rochdale Clean and Green Priority Group and were requesting additional support to the value of £2430.

The Forum agreed to support this application to the value of £2430.

The following information was circulated:

- Information on the 'Pavement Parking (Protection of Vulnerable Pedestrians) Bill 2015-2016 that is being debated in Parliament. The Bill proposes to strengthen the law on pavement parking while giving highway authorities powers including banning pavement parking.
- Contact numbers and email addresses in relation to street lighting fault repairs.
- Information on the additional 20mph repeater signs that are going to be placed at various locations around Foxholes Road / Greenbank Road

A resident asked that the following Ward issues be reported to the appropriate service:

- Recycling Centre sign

It was reported that the above sign should be removed as the Recycling Centre (Jarvis Street) is no longer in operation.

- Taylor Street Car Park

A grass verge opposite the above car park has been damaged and needs repairing.

- Littering

Littering is a problem near to the ambulance station on Whitehall Street.

- Bollard

It was reported that a bollard should be placed on the alleyway off Howard Street to stop traffic driving across the footpath.

The Forum was informed that this may not be possible as the land in question belongs to Rochdale Boroughwide Housing.

- Inconsiderate Parking.

It was reported that cars are stopping/parking on the pedestrian area of the Car Park on the site of the old bus station.

- The streetlighting contractors have left a road sign behind a lamp post on Whitehall Street.

- Blocked gullies on Whitworth Road
- Globe Taxis

It was reported that taxis are parking across the dropped kerb on Princess Street.

The Forum was informed that a visit had been made to the above offices in an attempt to resolve the above matter amicably. However a further visit will be made.

- Gower Street Youth Base

A resident asked what the current position regarding the above youth base was. Would it close or not?

A definitive answer could not be given.

Residents asked what plans have been put in place to deal with flooding problems that may occur in the Ward in the future and if it would be possible for sandbags to be purchased from Ward Funds.

Gary Finch would investigate this further.

A resident raised concerns about gully accessibility on Buckley Brook, Buckley Road.

52 **WARD NEWS**

Nothing was reported.

53 **DATE AND TIME OF THE NEXT MEETING**

Thursday 10th March 2016

Wardleworth Community Centre, South Street, Rochdale.

6.30pm – 8.30pm

The next meeting at St Patrick's RC Primary School, Foxholes Road, Rochdale has still to be determined.